<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Service Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.877.635.6736</td>
<td>General Information 8:00 a.m. – 6:00 p.m., Monday – Friday, excluding state-approved holidays</td>
</tr>
<tr>
<td>713.295.2222</td>
<td></td>
</tr>
<tr>
<td>1.888.760.2600</td>
<td>Member Services 8:00 a.m. – 6:00 p.m., Monday – Friday, excluding state-approved holidays. Access your Member account online 24 hours a day, seven days a week. Information is available in English and Spanish. Call us to get an interpreter. (Also call for pharmacy and dental information.)</td>
</tr>
<tr>
<td>713.295.2294</td>
<td></td>
</tr>
<tr>
<td>7-1-1</td>
<td>TDD for Hearing-Impaired</td>
</tr>
<tr>
<td>1.888.332.2730</td>
<td>24-Hour Nurse Help line</td>
</tr>
<tr>
<td>1.800.647.6558</td>
<td>CHIP Helpline <a href="http://www.chipmedicaid.org">www.chipmedicaid.org</a></td>
</tr>
<tr>
<td>1.888.760.2600</td>
<td>Pharmacy Community Health Choice Member Services 8:00 a.m. – 6:00 p.m., Monday – Friday, excluding state-approved holidays.</td>
</tr>
<tr>
<td>1.800.516.0165</td>
<td>CHIP Dental DentaQuest</td>
</tr>
<tr>
<td>1.800.494.6262</td>
<td>MCNA Dental</td>
</tr>
<tr>
<td>1.877.343.3108</td>
<td>Behavioral Health/Substance Abuse Services Beacon Health Strategies Crisis Hotline: 24 hours a day, seven days a week. Information is available in English and Spanish. Call us to get an interpreter.</td>
</tr>
<tr>
<td>1.800.879.6901</td>
<td>Eye Care Superior Vision</td>
</tr>
</tbody>
</table>

Write or visit us at:
Community Health Choice, Inc.
2636 South Loop West, Suite 125
Houston, TX 77054
CommunityHealthChoice.org

In an emergency call 9-1-1 or go to the nearest hospital.
Welcome to Community Health Choice

We are happy to have you as our Member!

We have provided this Member Handbook as your guide. Our Member Services can answer questions you may have about the Member Handbook. The Member Handbook can also be made available in audio, large print, Braille or other languages, if needed. Call our Member Services to ask for these special services or to get answers to any questions you may have about the Member Handbook. Call 8:00 a.m. – 6:00 p.m., Monday – Friday, excluding state-approved holidays. Access your Member account online 24 hours a day, seven days a week.

How to Read this Book

This book is for all CHIP Members:

• CHIP Perinate
• CHIP Perinate Newborn: Enrolled with Community Health Choice
• CHIP

This CHIP Member Handbook is for our Members who live in the 20 counties listed in the map below. This map is divided into two service areas:

• **Harris Service Area:** Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller, and Wharton Counties
• **Jefferson Service Area:** Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler, and Walker Counties
# Contents

**Welcome to Community Health Choice** 3
- We are happy to have you as our Member! ...................................................... 3
- How to Read this Book ........................................................................ 3

**Information that Must Be Available on an Annual Basis** 9
- As a Community Health Choice Member, you can ask for and get the following information each year: . . 9

**Important Things to Remember** 9

**How Community Health Choice Works** 10
- Benefits of Joining Community Health Choice .................................................. 10

**Member Identification (ID) Cards** 10
- Information about the CHIP Perinatal Member Identification (ID) Card .............................. 10
- How to Read the CHIP Perinatal Member ID Card ........................................... 11
- How to Use your CHIP Perinatal Member ID Card ........................................... 11
- How to Replace the CHIP Perinatal Member ID Card ....................................... 11
- Information about the CHIP Member Identification (ID) Card: ............................... 11
- How to Read the CHIP Member ID Card ................................................................ 11
- How to Use the CHIP Member ID Card  ................................................................ 11
- How to Replace the CHIP Member ID Card ........................................................ 12

**Primary Care Providers for CHIP Members and CHIP Perinate Newborn Members** 13

**CHIP Perinate Newborn Members** 13
- What do I need to bring to my/my child’s doctor’s appointment? ................................ 13
- What is a Perinatal Provider or Primary Care Provider? ........................................ 13
- How can a CHIP or CHIP Perinatal Newborn Member change their Primary Care Provider? ........................................ 13
- Can a clinic be my/my child’s Primary Care Provider? (Rural Health Clinic, Federally Qualified Health Center) ........................................................................... 13
- Who else can be my Primary Care Provider? ..................................................... 14
- How many times can I change my/my child’s Primary Care Provider? ................................. 14
- When will a Primary Care Provider change become effective? .................................... 14
- Are there any reasons why a request to change a Primary Care Provider may be denied? . . 14
- Can a Primary Care Provider move me or my child to another Primary Care Provider for non-compliance? ................................................................................. 14
- What if I choose to go to another doctor who is not my/my child’s Primary Care Provider? ................................................ 14
- How do I get medical care after my/my child’s Primary Care Provider’s office is closed? ............................ 15
- Physician Incentive Plan information .................................................................... 15

**Providers for CHIP Perinate Members** 15
- What do I need to bring to a Perinatal Provider’s appointment? ................................ 15
- Can a clinic be a Perinatal Provider? (Rural Health Clinic, Federally Qualified Health Center) ........................................ 15
- How do I get after hours care? ........................................................................ 15

**Changing Health Plans** 15
- What if I want to change health plans? How many times can I change health plans? ........................................ 15
- Who do I call? ........................................................................................ 15
- Who do I call? ..................................................................................... 16
- When will my health plan change become effective? ............................................. 16
- Can Community Health Choice ask that I get dropped from their health plan for non-compliance, etc.? ............................................................................. 16
Concurrent Enrollment of Family Members in CHIP and CHIP Perinatal and Medicaid Coverage for Certain Newborns

Benefits for CHIP Members and CHIP Perinate Newborn Members

What are my CHIP benefits? ................................................................. 17
How do I get these services/how do I get these services for my child? ................................................................. 17
Are there any limits to any covered services? What benefits are not covered? ................................................................. 17
What are co-payments? How much are they, and when do I have to pay for them? ................................................................. 17
What are the CHIP Perinate Newborn benefits? ................................................................. 18
How do I get these services for my child? ................................................................. 19
What benefits does my baby receive at birth? ................................................................. 19
What services are not covered? ................................................................. 19
What are my prescription drug benefits? ................................................................. 19
What Value-Added Services does a Community Health Choice CHIP Member get? 
How can I get these benefits/how can I get these benefits for my child? ................................................................. 19
What extra benefits does a Community Health Choice CHIP Member get? ................................................................. 20
What Value-Added Services does a Community Health Choice CHIP Perinatal Newborn Member get? 
How can I get these benefits for my child? ................................................................. 20
What health education classes does Community Health Choice offer? ................................................................. 20
Take our childbirth class! .................................................................... 21
What are my unborn child's CHIP Perinatal benefits? ................................................................. 21
How do I get these services for my child? ................................................................. 21
What services are not covered? ................................................................. 21
What are my unborn child's prescription drug benefits? ................................................................. 21
How much do I have to pay for my unborn child's health care under CHIP Perinatal? ................................................................. 21
Will I have to pay for services that are not covered? ................................................................. 21
What Value-Added Services does a Community Health Choice CHIP Perinatal Unborn Member get? 
How can I get these benefits for my unborn child? ................................................................. 21
What health education classes does Community Health Choice offer? ................................................................. 22
Take our childbirth class! .................................................................... 22

Health Care and Other Services for CHIP Members and CHIP Perinate Newborn Members

What does “Medically Necessary” mean? ................................................................. 23
What is routine medical care? ................................................................. 23
How soon can I/my child expect to be seen? ................................................................. 23
What is urgent medical care for CHIP and CHIP Perinate Newborn Members? ................................................................. 24
How soon can I/my child expect to be seen? ................................................................. 24
What is urgent medical care for CHIP Perinatal Members? ................................................................. 24
How soon can I expect to be seen? ................................................................. 24
What is emergency medical care? ................................................................. 24
What is Emergency Services or Emergency Care? ................................................................. 24
What should a CHIP or CHIP Perinate Newborn Member do in an emergency? ................................................................. 25
Are Emergency Dental Services Covered? ................................................................. 25
What do I do if I need/my child needs Emergency Dental Care? ................................................................. 25
What is post-stabilization? ................................................................. 25
How do I/my child get medical care after the Primary Care Provider's office is closed? 
How do I get after-hours care? ................................................................. 25
What if I get sick when I am out of town or traveling/what if my child gets sick when he or she is out of town or traveling? ................................................................. 25
What if I am/my child is out of the state? ................................................................. 26
What if I am/my child is out of the country? ............................................................ 26
What if I need/my child needs to see a special doctor (specialist)? ......................... 26
What is a referral? .................................................................................................... 26
How soon can I expect to be seen by a specialist/how soon can I expect my child to be
seen by a specialist? ............................................................................................... 26
What services do not need a referral? ...................................................................... 26
How can I ask for a second opinion? ...................................................................... 26
How do I get help if I/my child has behavioral (mental) health or drug problems? . 26
Do I need a referral for this? .................................................................................... 27
How do I get my/my child’s medications? ............................................................... 27
How do I find a network drug store? ....................................................................... 27
What if I go to a drug store not in the network? ...................................................... 27
What do I bring with me to the drug store? ............................................................ 27
What if I need my medications delivered to me? .................................................... 27
Who do I call if I have problems getting my medication? ........................................ 27
What if I can’t get my/my child’s prescription approved? ...................................... 27
What if I lose my/my child’s medication? ............................................................... 28
What if I/my child needs an over-the-counter medication? ..................................... 28
What if I/my child needs a special doctor (specialist)? ........................................... 28
What if I/my child needs more than 34 days of a prescribed medication? ............... 28
What if I/my child needs birth control pills? .......................................................... 28
How do I get eye care services/how do I get eye care services for my child? ......... 28
How do I get dental services for my child? ............................................................ 28
Can someone interpret for me when I talk with my/my child’s doctor? .................... 28
Who do I call for an interpreter? ............................................................................. 28
How far in advance do I need to call? .................................................................... 28
How can I get a face-to-face interpreter in the Provider’s office? ......................... 28
What if I/my daughter needs OB/GYN care? ......................................................... 28
Limited Provider Network—OB/GYN .................................................................... 29
How soon can I/my daughter be seen after contacting the OB/GYN for an appointment? 29
Can I/my daughter stay with our OB/GYN if the OB/GYN is not with Community Health Choice? 29
What if I am pregnant? .......................................................................................... 29
Who do I need to call? .......................................................................................... 29
What other services/activities/education does Community Health Choice offer
  pregnant women? .................................................................................................. 30
Who do I call if I have/my child has special health care needs and I need someone to help me? 30
What if I get a bill from my doctor? ....................................................................... 30
Who do I call? ....................................................................................................... 30
What information will they need? .......................................................................... 30
What do I have to do if I/my child moves? ............................................................. 30
What are my rights and responsibilities? ............................................................... 30

Health Care and Other Services for CHIP Perinate Members .................................................. 32

What does “Medically Necessary” mean? ................................................................. 32
What is routine medical care? .................................................................................. 32
How soon can I expect to be seen? .......................................................................... 32
What is urgent medical care? ................................................................................... 33
How soon can I expect to be seen? .......................................................................... 33
What is an Emergency and an Emergency Medical Condition? ............................................. 33
What is Emergency Services or Emergency Care? .......................................................... 33
What should a CHIP Perinatal Member do in an emergency? ......................................... 33
How soon can I expect to be seen? .................................................................................. 33
How do I get medical care after my Primary Care Provider’s office is closed? ............... 33
What if I get sick when I am out of town or traveling?/What if my child gets sick when he or
she is out of town or traveling? .................................................................................. 33
What if I am/my child is out of the country? .................................................................. 34
What is a referral? ......................................................................................................... 34
What services do not need a referral? ............................................................................. 34
What if I need services that are not covered by CHIP Perinatal? .................................. 34
How do I get my medications? ...................................................................................... 34
How do I find a network drug store? ............................................................................. 34
What if I go to a drug store not in the network? .............................................................. 34
What do I bring with me to the drug store? .................................................................. 34
What if I need my medications delivered to me? ............................................................ 35
Who do I call if I have problems getting my medication? .............................................. 35
What if I can’t get my/my child’s prescription approved? ............................................... 35
What if I lose my medication? ....................................................................................... 35
What if I need an over-the-counter medication? ............................................................ 35
What if I need more than 34 days of a prescribed medication? ........................................ 35
Can someone interpret for me when I talk with my perinatal Provider? ......................... 35
Who do I call for an interpreter? .................................................................................... 35
How far ahead of time do I need to call? ........................................................................ 35
How can I get a face-to-face interpreter in the Provider’s office? .................................. 35
How do I choose a perinatal Provider? .......................................................................... 35
Will I need a referral? .................................................................................................... 35
How soon can I be seen after contacting a perinatal Provider for an appointment? ............ 35
Can I stay with my perinatal Provider if they are not with Community Health Choice? ...... 36
What if I get a bill from a perinatal Provider? .................................................................. 36
Who do I call? ............................................................................................................... 36
What information will they need? .................................................................................. 36
What do I have to do if I move? ..................................................................................... 36
What are my rights and responsibilities? ....................................................................... 36
When does CHIP Perinatal coverage end? ..................................................................... 37
Will the state send me anything when my CHIP Perinatal coverage ends? .................... 37
How does renewal work? .............................................................................................. 37
Can I choose my baby’s Primary Care Provider before my baby is born? ...................... 37
Who do I call? ............................................................................................................... 37
What information do they need? .................................................................................... 37

Complaint Process ............................................................................................................. 38
What should I do if I have a Complaint? ......................................................................... 38
Who do I call? ............................................................................................................... 38
Can someone from Community Health Choice help me file a Complaint? .................... 38
How long will it take to process my Complaint? ............................................................ 38
What are the requirements and timeframes for filing a Complaint? ............................... 38
If I am not satisfied with the outcome, who else can I contact? .................................... 39
Do I have the right to meet with a Complaint Appeal Panel (CAP)? ................................ 39
Rights of Complainant at CAP Meeting: ................................................................. 39

**Process to Appeal a CHIP Adverse Determination** 40
What can I do if my doctor asks for a service for me/my child that is covered but
Community Health Choice denies or limits it? ................................................. 40
How will I find out if services are denied? .......................................................... 40
What are the timeframes for the appeal process? .............................................. 40
When do I have the right to ask for an appeal? .................................................. 40
Does my request have to be in writing? ............................................................. 40
Can someone from Community Health Choice help me file an appeal? .............. 40

**Expedited MCO Appeals** 41
What is an Expedited Appeal? ............................................................................ 41
How do I ask for an Expedited Appeal? ............................................................. 41
Does my request have to be in writing? ............................................................. 41
What are the timeframes for an Expedited Appeal? ......................................... 41
What happens if Community Health Choice denies the request for an Expedited Appeal? .......................................................... 41
Who can help me file an Expedited Appeal? ...................................................... 41

**Independent Review Organization Process** 41
What is an independent review organization (IRO)? ......................................... 41
How do I request an IRO review? ...................................................................... 41
When can I request an IRO? .............................................................................. 41
What are the timeframes for this process? ....................................................... 41
When is an IRO review not available? ............................................................... 42

**Abuse, Neglect, and Exploitation** 42
What are Abuse, Neglect, and Exploitation? .................................................... 42
Reporting Abuse, Neglect, and Exploitation ...................................................... 42
Report by Phone (non-emergency); 24 hours a day, 7 days a week, toll-free .......... 42
Report Electronically (non-emergency) ............................................................. 42
Helpful Information for Filing a Report ............................................................. 42

**Fraud Information** 43
Do you want to report CHIP Waste, Abuse or Fraud? ..................................... 43

**Privacy Notice** 44
Our Responsibility to you Regarding Protected Health Information ................. 44
How we, Community, can Use or Disclose your Protected Health Information
without your Authorization ................................................................................ 44
Your Privacy Rights with Respect to your Health Information ....................... 45
Federal Privacy Laws ....................................................................................... 46
Complaints ...................................................................................................... 46
Authorization to Use or Disclose Health Information .................................... 46
Contact Information ....................................................................................... 47

**Texas Law on Medical Treatment of Minors and Related Consent Issues** 47
Information that Must Be Available on an Annual Basis

As a Community Health Choice Member, you can ask for and get the following information each year:

• Information about network Providers – at a minimum, primary care doctors, specialists, and hospitals in our service area. This information will include names, addresses, telephone numbers, and languages spoken (other than English) for each network Provider, plus identification of Providers that are not accepting new patients.

• Any limits on your freedom of choice among network Providers

• Your rights and responsibilities

• Information on complaint, appeal, and independent review organization (IRO) procedures

• Information about benefits available under the CHIP Program, including amount, duration, and scope of benefits. This is designed to make sure you understand the benefits to which you are entitled.

• How to get benefits, including authorization requirements

• How to get benefits from out-of-network Providers and/or limits to those benefits

• How you get after-hours and emergency coverage and/or limits to those kinds of benefits, including:
  - What makes up emergency medical conditions, emergency services, and post-stabilization services
  - The fact that you do not need prior authorization from your Primary Care Provider for emergency care services
  - How to get emergency services, including instructions on how to use the 9-1-1 telephone system or its local equivalent
  - The addresses of any places where Providers and hospitals furnish emergency services covered by CHIP
  - A statement saying you have a right to use any hospital or other settings for emergency care
  - Post-stabilization rules
  - Policy on referrals for specialty care and for other benefits you cannot get through your Primary Care Provider
  - Community Health Choice’s practice guidelines

Important Things to Remember

We are here to help you get the most from your health coverage.

Here are some important things to remember:

• Read this handbook. If you have any questions about this handbook, call Member Services toll-free at 1.888.760.2600.

• Read your Rights and Responsibilities as a plan Member in this handbook.

• Find a Primary Care Provider on our online Provider Directory. If you need help finding a provider, call Member Services toll-free at 1.888.760.2600. When you pick your Provider, you must call us so we can assign that Provider to you.

• You will receive your Community Health Choice Member ID card within 5-7 business days after you have told us who you chose to be your Primary Care Provider. Review your information on the card. If there are any errors, contact us immediately.

• Show your Community Health Choice Member ID card every time you go to the doctor’s office, clinic, hospital or drug store to get your prescription filled.

• If you have special health care needs, we can help! We can enroll you into one of our Care Management Programs or refer you to the Case Management for Children and Pregnant Women.

• Always carry your Community Health Choice Member ID card with you.

• Keep this handbook in a safe place for future use.

Remember, we are here to help. Call our Member Services toll-free at 1.888.760.2600 for assistance.

In addition to these, Community Health Choice believes you have the right and responsibility to:
Rights

1. A right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
2. A right to be treated with respect and recognition of their dignity and their right to privacy.
3. A right to participate with practitioners in making decisions about their health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. A right to voice complaints or appeals about the organization or the care it provides.
6. A right to make recommendations regarding the organization’s member rights and responsibilities policy.

Responsibilities

7. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
8. A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
9. A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

You have a right to tell us what you think of the rights and responsibilities offered to you. Tell us what you think at 1.888.760.2600.

How Community Health Choice Works

References to “you,” “my” or “I” apply if you are a CHIP Member. References to “your child/my child” apply if your child is a CHIP Member or a CHIP Perinatal Newborn Member.

Benefits of Joining Community Health Choice

We have a big network of doctors, hospitals, and other health Providers. Our Member Services is here to help you! You can call our Member Services 8:00 a.m. – 6:00 p.m., Monday – Friday, excluding state-approved holidays. We speak English and Spanish or can get you an interpreter who speaks your language. Our Member Services can help you:

- Answer questions about benefits
- Choose a Perinatal Provider or Primary Care Provider
- Change your Perinatal Provider, your Primary Care Provider, and your newborn’s Primary Care Provider
- Send you a new CHIP Perinatal Member Identification (ID) Card if yours is lost or stolen
- Solve complaints or problems
- Help you with pharmacy questions
- Find out if you are due for an exam
- Ask us a question

You can also access your Member account online 24 hours a day, seven days a week to:

- Check your eligibility
- Change your address, phone number or Primary Care Provider

Member Identification (ID) Cards

Information about the CHIP Perinatal Member Identification (ID) Card

While you are pregnant, you will get a CHIP Perinatal Member ID Card for your unborn child. Your newborn baby will get a CHIP Perinatal Newborn Member ID Card. Carry your/your newborn’s CHIP Perinatal Member ID Card with you at all times. Show your CHIP Perinatal Member ID Card to your Perinatal Provider and your newborn’s Primary
Care Provider or health care Provider before getting care.

How to Read the CHIP Perinatal Member ID Card
Check your unborn child’s CHIP Perinatal Member ID Card to make sure it is correct. It should have:

- Your name
- Your CHIP Perinatal Member ID Number
- Very important information for your doctors and health care Providers about payment

On the back of the card, it says to call your Perinatal Provider before going for health care, except in an emergency. In an emergency, call 9-1-1 or go straight to the nearest hospital emergency room. If your emergency care is not related to labor with the birth of your child, you will have to apply for Emergency Medicaid or pay for the services yourself.

Check your child’s CHIP Perinatal Newborn Member ID Card to make sure it is correct. It should have:

- Your child’s name
- Your child’s CHIP Perinatal Member ID Number
- Your child’s Primary Care Provider’s name, address, and telephone number

How to Use your CHIP Perinatal Member ID Card
It is important that you:

- Always carry your CHIP Perinatal Member ID Card issued to you for your unborn child and your newborn
- Always have your CHIP Perinatal Member ID Card ready when you call our Member Services
- Bring your CHIP Perinatal Member ID Card to all medical appointments
- Do not let other people use your CHIP Perinatal Member ID Cards issued to you for your unborn child and your newborn

How to Replace the CHIP Perinatal Member ID Card
Call our Member Services if you lose your CHIP Perinatal Member ID Card issued to you for your unborn child or your newborn. Here is a sample of our CHIP Perinatal Member ID Cards for your unborn child and your newborn:

Information about the CHIP Member Identification (ID) Card:
Every eligible Member of your family will get their own CHIP Member ID Card. Carry it with you at all times. Show your CHIP Member ID Card to the doctor or health care Provider before the CHIP Member gets care.

How to Read the CHIP Member ID Card
Check the CHIP Member ID Card to make sure it is correct. It should have:

- CHIP Member’s name
- CHIP Member’s CHIP ID Number
- CHIP Member’s Primary Care Provider’s name, address, and telephone number

How to Use the CHIP Member ID Card
It is important that you:

- Have the CHIP Member ID Card ready when you call our Member Services
- Bring the CHIP Member ID Card to all medical appointments
- Do not let other people use the CHIP Member ID Card
How to Replace the CHIP Member ID Card
Call our Member Services if you lose or misplace the CHIP Member ID Card and need a new one. Here is a sample of our CHIP Member ID Card:

**CHIP Perinatal Member Newborn ID Card**

- **Name:**
- **DOB:**
- **FPL%:**
- **PCP Name:**
- **PCP Phone:**
- **Co-Payment:**
- **Coverage Effective Date:**
- **Hospital**
- **Vision**
- **Specialty**

**CHIP Perinatal Member Unborn ID Card**

- **Name:**
- **Member ID #:**
- **DOB:**
- **Coverage Effective Date:**

**CHIP Perinatal Member Newborn ID Card**

- **Name:**
- **Member ID #:**
- **DOB:**
- **FPL%:**
- **PCP Name:**
- **PCP Phone:**
- **Co-Payment:**
- **Coverage Effective Date:**
- **Hospital**
- **Vision**
- **Specialty**

**CHIP Perinatal Member Unborn ID Card**

- **Name:**
- **Member ID #:**
- **DOB:**
- **Coverage Effective Date:**

**MEMBERS:** Please carry this card at all times. Show this card before getting medical care. Call your Primary Care Provider listed on the front for an appointment. In case of emergency, call 911 or go to the closest emergency room. After treatment, call your child’s PCP within 24 hours or as soon as possible. For Member information and instructions in Spanish, please contact Community Health Choice Member Services.

**MEMBERS:** Por favor lleve esta tarjeta con usted en todo momento. Preséntela antes de recibir atención médica. Llame al Proveedor de Cuidado Primario cuyo nombre aparece en el frente de esta tarjeta para hacer una cita. En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Después de recibir tratamiento, llame al PCP de su hijo dentro de 24 horas o tan pronto como sea posible. Para información de Miembro e instrucciones en español, favor de comunicarse con Servicios para Miembros de Community Health Choice.

**PROVIDER SERVICES**

**Eligibility, authorizations, benefits, and claims:**
713.295.2295 or toll-free at 1.888.760.2600
Submit claims to: P.O. Box 301404, Houston, TX 77230
Electronic claims: Payor ID 48145
Pharmacy: Navitus; BIN: 610602; PCN: MCD; Group: CHC; Helpline: 1.877.908.6023

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Primary Care Providers for CHIP Members and CHIP Perinate Newborn Members

References to “you,” “my” or “I” apply if you are a CHIP Member. References to “your child/my child” apply if your child is a CHIP Member or a CHIP Perinate Newborn Member.

What do I need to bring to my/my child’s doctor’s appointment?
When you/your child goes to see the doctor, take your/your child’s:

- CHIP Perinatal Member ID Card or CHIP Member ID Card
- List of problems you/your child is having
- Your/your child’s shot record

EXCEPT IN AN EMERGENCY, CALL YOUR CHILD’S PRIMARY CARE PROVIDER FIRST BEFORE GOING FOR HEALTH CARE.

What is a Perinatal Provider or Primary Care Provider?
Your/your child’s Perinatal Provider or Primary Care Provider is an important part of the Member’s health care team. Your/your child’s Perinatal Provider or Primary Care Provider will follow-up with the specialist or hospital or when you/your child receives care from someone else. You/your children need to see your child’s Perinatal Provider or Primary Care Provider regularly for checkups and care.

Your/your child’s Primary Care Provider should be the “medical home” for all of the Member’s medical records. The Primary Care Provider needs to know everything about the Member’s past and present health care needs. Make sure the Primary Care Provider has all of the Member’s medical records. If the CHIP or CHIP Perinatal Member is a new patient, help the Primary Care Provider get the Member’s medical records from the Member’s previous doctor. You may need to sign a form giving permission for the Member’s medical records to be sent to the CHIP or CHIP Perinatal Member’s new Primary Care Provider.

You can pick any Primary Care Provider in the Community Health Choice network to be your doctor. You should pick a Primary Care Provider within an office location and office hours that are convenient for you. If you like the Primary Care Provider that you see now, you can continue to see them if they are listed in the directory.

Once you picked your Primary Care Provider, please call Member Services toll-free at 1.888.760.2600. We will be glad to assign your select Primary Care Provider as your main doctor.

For a current directory, go to CommunityHealthChoice.org > Find a Doctor > Medicaid/CHIP > Find a Provider > Enter your information > Search. You can find a doctor By Provider’s Specialty, By Provider’s Name, or By Provider’s County.

It is important that you get to know your Primary Care Provider, and your Primary Care Provider get to know you. It is not good to wait until you are sick to pick and meet your Primary Care Provider.

We can help you schedule your first checkup and get transportation to your doctor’s office. Call Member Services toll-free at 1.888.760.2600.

How can a CHIP or CHIP Perinatal Newborn Member change their Primary Care Provider?
Call our Member Services at 713.295.2294 or toll-free at 1.888.760.2600. You can also change it online at www.CommunityHealthChoice.org. When you change the Member’s Primary Care Provider, we will send the Member a new Community Health Choice CHIP or CHIP Perinatal Member ID Card. It will list the new Primary Care Provider’s name, address, and phone number.

Can a clinic be my/my child’s Primary Care Provider? (Rural Health Clinic/Federally Qualified Health Center)
Yes. An RHC or FQHC can be your Primary Care Provider.
Who else can be my Primary Care Provider?
You may choose:

- Pediatricians (for children and adolescents)
- Family doctors
- General Practice doctors
- Internal Medicine doctors
- Advanced Nurse Practitioners (APNs)

How many times can I change my/my child’s Primary Care Provider?
There is no limit on how many times you can change your or your child’s Primary Care Provider. You can change Primary Care Providers by calling us toll-free at 1.888.760.2600 or writing to:

Community Health Choice, Inc.
2636 South Loop West, Suite 125
Houston, TX 77054
CommunityHealthChoice.org

When will a Primary Care Provider change become effective?
Community Health Choice can make real-time Primary Care Provider changes. That means, when you call us to change your Primary Care Provider, we will make the change in our computer system while you are on the phone. We will also send you a new Member ID Card right away.

Are there any reasons why a request to change a Primary Care Provider may be denied?
Here are reasons why your request to change your Primary Care Provider may be denied:

- Primary Care Provider you picked is not seeing new patients
- Primary Care Provider you picked is not in our network

Go to CommunityHealthChoice.org or your Provider Directory to find another Primary Care Provider. Or call our Member Services for help.

Can a Primary Care Provider move me or my child to another Primary Care Provider for non-compliance?
Yes, for these reasons:

- You do not follow the Member Responsibilities listed in this Member Handbook
- You do not follow the Primary Care Provider’s health care recommendations
- The CHIP Member misses three appointments within six months, and you do not call the Primary Care Provider ahead of time
- You are rude, abusive or do not cooperate with the CHIP Member’s Primary Care Provider or the office staff
- The CHIP Member’s Primary Care Provider no longer accepts CHIP patients

Our Member Services will call you and help you get a new Primary Care Provider for you/your child.

What if I choose to go to another doctor who is not my/my child’s Primary Care Provider?
Except in emergencies, always call your/your child’s Primary Care Provider before you go to another doctor or to the hospital. You can call your/your child’s Primary Care Provider or back-up doctor 24 hours a day, seven days a week. If you/your child goes to another doctor who is not the Primary Care Provider, you may need to pay the bill while you are there or you may have to sign a form that says you will pay the bill.
How do I get medical care after my/my child’s Primary Care Provider’s office is closed?
Call your/your child’s Primary Care Provider office. You can reach your/your child’s Primary Care Provider or a back-up doctor 24 hours a day, seven days a week. Or you may call our 24-hour Nurse Help line at 1.888.332.2730. Our nurses can help you/your child get the right health care. In an emergency, call 9-1-1 or go to the nearest emergency room.

Physician Incentive Plan information
Community Health Choice rewards doctors for treatments that reduce or limit services for people covered by CHIP. This is called a physician incentive plan. You have the right to know if your Primary Care Provider (main doctor) is part of this physician incentive plan. You also have a right to know how the plan works. You can call toll-free at 1.888.760.2600 to learn more about this.

Providers for CHIP Perinate Members

What do I need to bring to a Perinatal Provider’s appointment?
Please take:
- Your CHIP Perinatal Member ID Card
- A list of problems you are having
- A list of all drugs or herbal medications you are taking

Can a clinic be a Perinatal Provider? (Rural Health Clinic, Federally Qualified Health Center)
Yes. An RHC or FQHC can be a Perinatal Provider.

How do I get after hours care?
Call your Primary Care Provider’s office. You can reach your Primary Care Provider or a back-up doctor 24 hours a day, seven days a week. Or you may call our 24-hour Nurse Help line at 1.888.332.2730. Our nurses can help you get the right health care. In an emergency, call 9-1-1 or go to the nearest emergency room.

Changing Health Plans

What if I want to change health plans? How many times can I change health plans?

For CHIP Members
You are allowed to make health plan changes:
- for any reason within 90 days of enrollment in CHIP and once thereafter;
- for cause at any time;
- if the client moves to a different service delivery area; and
- during the annual CHIP re-enrollment period.

Who do I call?
For more information, call an Enrollment Broker toll-free at 1.800.964.2777.

For CHIP Perinatal Members
You can ask to change health plans:
- for any reason within 90 days of enrollment in CHIP Perinatal;
- if the Member moves into a different service delivery area; and
- for cause at any time.
Who do I call?
For more information, an Enrollment Broker toll-free at 1.800.964.2777.

Attention: If you meet certain income requirements, your baby will be moved to Medicaid and get 12 months of continuous Medicaid coverage from date of birth.

Your baby will continue to receive services through the CHIP Program if you meet the CHIP Perinatal requirements. Your baby will get 12 months of continuous CHIP Perinatal coverage through his or her health plan, beginning with the month of enrollment as an unborn child.

Once you pick a health plan for your unborn child, the child must stay in this health plan until the child’s CHIP Perinatal coverage ends. The 12-month CHIP Perinatal coverage begins when your unborn child is enrolled in CHIP Perinatal and continues after your child is born.

If you live in an area with more than one CHIP health plan, and you do not pick a plan within 15 days of getting the enrollment packet, HHSC will pick a health plan for your unborn child and send you information about that health plan. If HHSC picks a health plan for your unborn child, you will have 90 days to pick another health plan if you are not happy with the plan HHSC chooses.

If you have children covered by CHIP, their health plans might change once you are approved for CHIP Perinatal coverage. When a Member of the family is approved for CHIP Perinatal coverage and picks a perinatal health plan, all children in the family that are enrolled in CHIP must join the health plan providing the CHIP Perinatal services. The children must remain with the same health plan until the end of the CHIP Perinatal Member’s enrollment period, or the end of the other children’s enrollment period, whichever happens last. At that point, you can pick a different health plan for the children.

When will my health plan change become effective?
If you call to change your health plan on or before the 15th of the month, the change will take place on the first day of the next month. If you call after the 15th of the month, the change will take place the first day of the second month after that. For example:

- If you call on or before April 15, your change will take place on May 1.
- If you call after April 15, your change will take place on June 1.

Can Community Health Choice ask that I get dropped from their health plan for non-compliance, etc.?
Yes. We can request that you be disenrolled, if you:

- Move out of our service area
- Enter a hospice or long-term care facility
- Are not eligible for Medicaid
- Enroll in another plan
- Are disruptive, abusive or do not cooperate with our staff or doctors or other Providers

We might also request HHSC to end your membership after letting you know, if you:

- Miss three appointments in a row over six months
- Do not follow our policies and procedures
- Are not disruptive, abusive or do not cooperate with our staff or doctors or other Providers
- Allow your Member ID Card to be misused
Concurrent Enrollment of Family Members in CHIP and CHIP Perinatal and Medicaid Coverage for Certain Newborns

If you receive CHIP Perinatal benefits and have other children enrolled in the CHIP Program, they will be moved to Community Health Choice. Co-payments, cost-sharing, and enrollment fees still apply for those children enrolled in the CHIP Program. Co-payments do not apply to the CHIP Perinatal benefits.

An unborn child who receives CHIP Perinatal benefits will be moved to Medicaid for 12 months of continuous Medicaid coverage, beginning on the date of birth, if the child lives in a family with an income at or below 198% of the FPL.

An unborn child will continue to receive coverage through the CHIP Program as a “CHIP Perinate Newborn” after birth if the child is born to a family with an income above 198% to 202% FPL.

Benefits for CHIP Members and CHIP Perinate Newborn Members

References to “you,” “my” or “I” apply if you are a CHIP Member. References to “your child/my child” apply if your child is a CHIP Member or a CHIP Perinate Newborn Member.

What are my CHIP benefits?
Please see the “CHIP Evidence of Coverage Benefits” book that came with your handbook. It explains what benefits are not covered.

How do I get these services/how do I get these services for my child?
Search our Provider Find at CommunityHealthChoice.org or look in your Provider Directory to find a Provider in your area.

Are there any limits to any covered services? What benefits are not covered?
Please see the “CHIP Evidence of Coverage Benefits” book that came with your handbook. It explains the limits to your benefits and what benefits are not covered.

What are co-payments? How much are they, and when do I have to pay for them?
Co-payments are the amount that a CHIP Member has to pay to get certain health care services. Co-payments for medical services or prescription drugs are paid to the health care Provider at the time of service. Your CHIP Member ID card lists the co-payments that apply.

CHIP Members who are American Indian or Alaskan Native are exempt from all cost-sharing obligations, including enrollment fees and co-pays.

All CHIP Members are exempt from the co-pays on benefits for well-baby and well-child checkups, preventive services or pregnancy-related assistance.

Show the ID card when you/your child goes to an office visit or the emergency room or to have a prescription filled.
### CHIP COST SHARING

<table>
<thead>
<tr>
<th>Enrollment Fees (for 12-month enrollment period):</th>
<th>Effective September 1, 2015**</th>
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<tbody>
<tr>
<td>Federal Poverty Level (FPL)</td>
<td>Charge</td>
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<tr>
<td>At or below 198% of FPL*</td>
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<td>Above 198% up to and including 202% of FPL</td>
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<tr>
<td>Above 202% up to and including 202% of FPL</td>
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<table>
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<tr>
<th>Co-Pays (per visit):</th>
<th>Charge</th>
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<td>Non-Emergency ER</td>
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<td>Generic Drug</td>
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<tr>
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<tr>
<td>Cost-sharing Cap</td>
<td>5% (of family’s income)***</td>
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<td>Generic Drug</td>
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<td>Brand Drug</td>
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<td>Facility Co-pay, Inpatient</td>
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<td>Cost-sharing Cap</td>
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<td>Office Visit</td>
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<td>5% (of family’s income)***</td>
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*The federal poverty level (FPL) refers to income guidelines established annually by the federal government.

**Effective March 1, 2012, CHIP Members will be required to pay an office visit copayment for each non-preventive dental visit.

***Per 12-month term of coverage.

**What are the CHIP Perinate Newborn benefits?**

Please see the “CHIP Perinate Newborn Evidence of Coverage Benefits” book that came with your handbook. It explains what benefits are covered. It also explains the limits to covered benefits.
How do I get these services for my child?
Search our Provider Find at CommunityHealthChoice.org or look in your Provider Directory to find a Provider in your area.

What benefits does my baby receive at birth?
Depending upon your family income, your newborn’s first hospital stay may or may not be a covered CHIP Perinatal benefit. Once your newborn is discharged from the initial hospital admission, your baby receives full CHIP benefits or Medicaid benefits.

What services are not covered?
Please see the “CHIP Program Perinatal Newborn Evidence of Coverage Benefits” book that came with your handbook. It explains what benefits are not covered.

What are my prescription drug benefits?
You can receive medically necessary prescriptions ordered by your doctor or specialist. These prescriptions must be part of the Texas CHIP Vendor Drug Formulary. Some prescriptions require pre-authorization.

What Value-Added Services does a Community Health Choice CHIP Member get?
How can I get these benefits/how can I get these benefits for my child?
We offer the following extra benefits to our CHIP Members. Limitations may apply. Call us at 713.295.2294 or toll-free at 1.888.760.2600 and a Member Services Representative will help you.

24-Hour Nurse Help line
You can call our Nurse Help line 24 hours a day, seven days a week toll-free at 1.888.332.2730. Call the Nurse Help line before going to the emergency room unless it is an emergency. A nurse will answer your health care questions and help the CHIP Member get the care they need.

Vision Benefits
Our Members will receive $100 off the cost of contact lenses instead of glasses, if they choose. The $100 discount only applies if contact lenses are not covered as part of the standard CHIP benefit. Members get the $100 discount at the time they are eligible for new eyewear. You may get eyewear every 12 months. CHIP Members may receive one pair of replacement eyeglasses every 12 months.

Transportation Services
We offer free transportation for CHIP Members to doctors’ appointments when no other transportation is available and when approved by our case manager. You must call us for approval at least three business days before the CHIP Member’s appointment. This value-added service is only available to CHIP Members where transportation services are available.

Sports and School Physicals
We will pay our Network Providers for sports and school physicals for CHIP Members age 4 to 19, limited to one per year.

Care Management Program
We have care management programs (including services) for asthma and diabetes. We also have a High-Risk Perinatal Program to help our pregnant Members with high-risk pregnancies.

Boys and Girls Club Membership
Children 7–17 years old can join the Boys and Girls Club for free! This is for Harris and Jefferson Service Area Members only. Limitations may apply.

Neighborhood Centers, Inc. (NCI) Membership
For CHIP Members in the Harris Service Area. We will pay 100% of the membership cost, once per year, to the Neighborhood Centers, Inc. (NCI) of their choice in the Harris Service Area. The membership only covers health and wellness classes. Limitations may apply.
Youth Sports League Fee Allowance
We will pay up to $40 annually toward the cost of a Member's registration fee for a youth sports league.

Tobacco Cessation
Up to $150 in medically approved coverage for any non-covered tobacco cessation programs, prescriptions, and products.

What extra benefits does a Community Health Choice CHIP Member get?
Our Kids Club
Children learn about staying healthy. Members are also invited to children's events. Kids Club is free and it's fun!

What Value-Added Services does a Community Health Choice CHIP Perinatal Newborn Member get? How can I get these benefits for my child?
We offer the following value-added benefits to our CHIP Perinatal Members. If you need help, call us at 713.295.2294 or toll-free at 1.888.760.2600 and a Member Services Representative will help you.

24-Hour Nurse Help line
You can call our Nurse Help line 24 hours a day, seven days a week toll-free at 1.888.332.2730. Call the Nurse Help line before going to the emergency room unless it is an emergency. A nurse will answer your health care questions and help the CHIP Newborn Member get the care they need.

Care Management Program
We have care management programs (including services) for asthma and diabetes. We also have a High-Risk Perinatal Program to help our pregnant Members with high-risk pregnancies.

Transportation Services
We offer free transportation for CHIP Members to doctors’ appointments when no other transportation is available and when approved by our case manager. You must call us for approval at least three business days before the CHIP Member's appointment. This value-added service is only available to CHIP Newborn Members where transportation services are available.

What health education classes does Community Health Choice offer?
The goal of our Health Education Program is to help our Members learn to stay healthy. Our Health Education Program offers health fairs and wellness screenings.

Care Management Program
Our Care Management Program helps you manage your health. We focus on asthma, COPD, diabetes, and high-risk pregnancy.

We will contact you if you are:
- Not taking full advantage of going to the doctor or taking your medicine
- At risk for having your baby early

We will help you:
- Get care after your baby is born
- Manage your asthma, COPD, diabetes or weight
- Coordinate your care

Call our Care Management department at 713.295.2303 or toll-free at 1.888.760.2600 to join.

Take charge of your health! Take our Health Risk Assessment online to see if you have any potential health issues. Go to CommunityHealthChoice.org > Members. We will review it and contact you if we see any potential issues. Share your results with your doctor.
**Take our childbirth class!**
There is no cost. You will learn about:

- Labor and delivery
- Ways to manage labor pain
- Breastfeeding
- Much more

For those who attend the class, we will have a baby shower. Classes are offered at multiple sites and at our office. This is available only in the Harris Service Area. Transportation assistance is available in the Harris Service Area. To R.S.V.P., find a class location near you or get more information, call 713.295.2222 or toll-free at 1.877.635.6736.

**What are my unborn child’s CHIP Perinatal benefits?**
Please see the “CHIP Program Perinate Unborn Evidence of Coverage Benefits” book that came with your handbook for your covered benefits. It explains what benefits are covered. It explains the limits to covered benefits. And it also explains what benefits are not covered.

**How do I get these services for my child?**
Search our Provider Find at CommunityHealthChoice.org or look in your Provider Directory to find a Provider in your area.

**What services are not covered?**
Please see the “CHIP Program Perinate Unborn Evidence of Coverage Benefits” book that came with your handbook. It explains what benefits are not covered.

**What are my unborn child’s prescription drug benefits?**
You can receive medically necessary prescriptions ordered by your doctor or specialist. These prescriptions must be part of the Texas CHIP Vendor Drug Formulary. Some prescriptions require pre-authorization.

**How much do I have to pay for my unborn child’s health care under CHIP Perinatal?**
All CHIP Perinatal Members are exempt from the co-pays and cost sharing on benefits for preventive services or pregnancy-related assistance.

Show your ID card when you go to an office visit or the emergency room or to have a prescription filled.

**Will I have to pay for services that are not covered?**
Yes. CHIP pays for benefits covered under the program. If you get services that are not covered, you may have to pay for these services.

**What Value-Added Services does a Community Health Choice CHIP Perinatal Unborn Member get? How can I get these benefits for my unborn child?**
We offer the following value-added benefits to its CHIP Perinatal Members. If you need help, call us at 713.295.2294 or toll-free at 1.888.760.2600 and a Member Services Representative will help you.

**24-Hour Nurse Help line**
You can call our Nurse Help line 24 hours a day, seven days a week toll-free at 1.888.332.2730. Call the Nurse Help line before going to the emergency room unless it is an emergency. A nurse will answer your health care questions and help you get the care your unborn child needs.

**Care Management Program**
We have a Perinatal Program to help our pregnant Members with high-risk pregnancies. Our nurses will help you learn how to take care of your pregnancy. We have care management programs (including services) for asthma and diabetes.

**Neighborhood Centers, Inc. (NCI) Membership**
For CHIP Perinate Members in the Harris Service Area. We will pay 100% of the membership cost, once per year, to the Neighborhood Centers, Inc. (NCI) of their choice in the Harris County Service Area. The membership only covers health and wellness classes. Limitations may apply.
Childbirth Classes
Classes are offered at multiple sites and at our office. There is no cost. This is available only in the Harris Service Area. Transportation assistance available in the Harris Service Area.

Transportation Services
We offer free transportation for CHIP Members to doctors’ appointments when no other transportation is available and when approved by our case manager. You must call us for approval at least three business days before the CHIP Member’s appointment. This value-added service is only available to CHIP Unborn Members where transportation services are available.

What health education classes does Community Health Choice offer?
The goal of our Health Education Program is to help our Members learn to stay healthy. Our Health Education Program offers health fairs and wellness screenings.

Care Management Program
Our Care Management Program helps you manage your health. We focus on asthma, COPD, diabetes, and high-risk pregnancy.

We will contact you if you are:
• Not taking full advantage of going to the doctor or taking your medicine
• At risk for having your baby early

We will help you:
• Get care after your baby is born
• Manage your asthma, COPD, diabetes or weight
• Coordinate your care

Call our Care Management department at 713.295.2303 or toll-free at 1.888.760.2600 to join.

Take charge of your health! Take our Health Risk Assessment online to see if you have any potential health issues.

Go to CommunityHealthChoice.org > Member Resources.
We will review it and contact you if we see any potential issues. Share your results with your doctor.

Take our childbirth class!
There is no cost. You will learn about:
• Labor and delivery
• Ways to manage labor pain
• Breastfeeding
• Much more

For those who attend the class, we will have a baby shower. Classes are offered at multiple sites and at our office. This is available only in the Harris Service Area. Transportation assistance is available in the Harris Service Area. To R.S.V.P., find a class location near you or get more information, call 713.295.5001 or toll-free at 1.855.806.8319.

A CHIP Member who is determined to be eligible for Medicaid must apply for Medicaid. If a CHIP Member is not eligible for Medicaid, HHSC will extend the CHIP Member’s eligibility period to ensure that she continues coverage during her pregnancy and through the end of the second full month following the month of the baby’s birth. Newborns of CHIP Members are automatically enrolled in the mother’s health plan at birth. Infants who are Medicaid-eligible are NOT eligible for CHIP.
References to “you,” “my” or “I” apply if you are a CHIP Member. References to “my child” or “my daughter” apply if your child is a CHIP Member or a CHIP Perinate Newborn Member.

What does “Medically Necessary” mean?

FOR CHIP MEMBERS AND CHIP PERINATAL MEMBERS

Covered services for CHIP Members, CHIP Perinate Newborn Members, and CHIP Perinate Members must meet the CHIP definition of “Medically Necessary.” A CHIP Perinate Member is an unborn child.

Medically Necessary means:

1. Health Care Services that are:
   a. reasonable and necessary to prevent illnesses or medical conditions, or provide early screening, interventions, or treatments for conditions that cause suffering or pain, cause physical deformity or limitations in function, threaten to cause or worsen a disability, cause illness or infirmity of a Member, or endanger life;
   b. provided at appropriate facilities and at the appropriate levels of care for the treatment of a Member’s health conditions;
   c. consistent with health care practice guidelines and standards that are endorsed by professionally recognized health care organizations or governmental agencies;
   d. consistent with the Member’s diagnoses;
   e. no more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency;
   f. not experimental or investigative; and
   g. not primarily for the convenience of the Member or Provider; and

2. Behavioral Health Services that:
   a. are reasonable and necessary for the diagnosis or treatment of a mental health or chemical dependency disorder, or to improve, maintain, or prevent deterioration of functioning resulting from such a disorder;
   b. are in accordance with professionally accepted clinical guidelines and standards of practice in behavioral health care;
   c. are furnished in the most appropriate and least restrictive setting in which services can be safely provided;
   d. are the most appropriate level or supply of service that can safely be provided;
   e. could not be omitted without adversely affecting the Member’s mental and/or physical health or the quality of care rendered;
   f. are not experimental or investigative; and
   g. are not primarily for the convenience of the Member or Provider.

What is routine medical care?

Routine medical care is when you visit your CHIP Perinatal Provider to make sure your unborn child is in good health. Routine medical care includes regular prenatal checkups and follow-up care.

Routine medical care is also when the CHIP Member visits their Primary Care Provider to make sure they are in good health. Routine medical care includes regular Well-Child checkups, immunizations, treatment for illnesses, and follow-up care.

How soon can I/my child expect to be seen?

You/your child should be able to see the Perinatal Provider or Primary Care Provider within two weeks of your call.
What is urgent medical care for CHIP and CHIP Perinate Newborn Members?
An urgent problem is when you/your child is sick or hurt and needs treatment right away to keep you from getting worse. If your problem is urgent (but not an emergency), go to your CHIP Perinatal Provider or Primary Care Provider.

How soon can I/my child expect to be seen?
You/your child should expect to be seen for an urgent problem, including urgent specialty care, within 24 hours. Call the Primary Care Provider first if you/your child has a problem like one of these:

- Medication refills
- Fever
- Earache
- Toothache or baby teething
- Rash
- Colds, cough, sore throat, flu or sinus problems
- Minor sun burn
- Chronic back pain
- Minor headache
- Broken cast
- Stitches needing to be removed

What is urgent medical care for CHIP Perinatal Members?
An urgent problem is when you need treatment right away for your unborn child. If your problem is urgent but not an emergency, go to your CHIP Perinatal Provider.

How soon can I expect to be seen?
You should expect to be seen for an urgent problem within 24 hours. Call your CHIP Perinatal Provider first if you have a problem with your unborn child.

What is emergency medical care?
FOR CHIP MEMBERS AND CHIP PERINATE NEWBORN MEMBERS

What is an Emergency, an Emergency Medical Condition, and an Emergency Behavioral Health Condition?
Emergency care is a covered service. Emergency care is provided for Emergency Medical Conditions and Emergency Behavioral Health Conditions. "Emergency Medical Condition" is a medical condition characterized by sudden acute symptoms, severe enough (including severe pain), that would lead an individual with average knowledge of health and medicine to expect that the absence of immediate medical care could result in:

- placing the Member's health in serious jeopardy;
- serious impairment to bodily functions;
- serious dysfunction of any bodily organ or part;
- serious disfigurement; or
- in the case of a pregnant CHIP Member, serious jeopardy to the health of the CHIP Member or her unborn child.

“Emergency Behavioral Health Condition” means any condition, without regard to the nature or cause of the condition, which in the opinion of an individual, possessing average knowledge of health and medicine:

- requires immediate intervention or medical attention without which the Member would present an immediate danger to himself/herself or others; or
- renders the Member incapable of controlling, knowing, or understanding the consequences of his/her actions.

What is Emergency Services or Emergency Care?
“Emergency Services” and “emergency care” mean health care services provided in an in-network or out-of-network hospital emergency department, free-standing emergency medical facility, or other comparable facility by in-network or out-of-network physicians, Providers, or facility staff to evaluate and stabilize Emergency Medical Conditions or Emergency Behavioral Health Conditions. Emergency services also include any medical screening
examination or other evaluation required by state or federal law that is necessary to determine whether an Emergency Medical Condition or an Emergency Behavioral Health Condition exists.

**What should a CHIP or CHIP Perinate Newborn Member do in an emergency?**
- Go to the nearest hospital emergency room.
- Call 9-1-1 if you/your child needs help getting to the hospital.
- Call your/your child’s Primary Care Provider within 24 hours, or as soon as possible, to let them know and so they can give you/your child follow-up care.

**Are Emergency Dental Services Covered?**
Community Health Choice will pay for some emergency dental services provided in a hospital, urgent care center, or ambulatory surgical center setting, such as services for:
- Treatment of a dislocated jaw.
- Treatment of traumatic damage to teeth and supporting structures.
- Removal of cysts.
- Treatment of oral abscess of tooth or gum origin.
- Treatment for craniofacial anomalies.
- Drugs for any of the above conditions.

Community Health Choice also covers other dental services your child gets in a hospital, urgent care center, or ambulatory surgical center setting. This includes services from the doctor and other services your child might need, like anesthesia.

**FOR CHIP MEMBERS AND CHIP PERINATE NEWBORN MEMBERS**

**What do I do if I need/my child needs Emergency Dental Care?**
During normal business hours, call your child’s Main Dentist to find out how to get emergency services. If your child needs emergency dental services after the Main Dentist’s office has closed, call us toll-free at 1.888.760.2600.

**What is post-stabilization?**
Post-stabilization care services are services covered by CHIP that keep your condition stable following emergency medical care.

**How do I/my child get medical care after the Primary Care Provider’s office is closed? How do I get after-hours care?**
You should call your/your child’s Primary Care Provider office. You can reach your/your child’s Primary Care Provider or a back-up doctor 24 hours a day, seven days a week. Or you may call our 24-hour Nurse Help line at 1.888.332.2730. Our nurses can help you/your child get the right health care. In an emergency, call 9-1-1 or go to the nearest emergency room.

**What if I get sick when I am out of town or traveling/what if my child gets sick when he or she is out of town or traveling?**
If you/your child needs medical care when traveling, call us toll-free at 1.888.760.2600 and we will help you find a doctor.
If you/your child needs emergency services while travelling, go to a nearby hospital, then call us toll-free at 1.888.760.2600.
What if I am/my child is out of the state?
If you/your child needs medical care when out of state, call us at 713.295.2294 or toll-free at 1.888.760.2600, and we will help you find a doctor. If you/your child needs emergency services when out of state, go to a nearby hospital, then call us at 713.295.2294 or toll-free at 1.888.760.2600. You/your child will need to return to our service area for follow-up care when well enough. We cover care for true emergencies anywhere you/your child go inside the United States. You do not need to call your/your child’s Perinatal Provider or Primary Care Provider before getting emergency care, but do call your/your child’s Perinatal Provider or Primary Care Provider and our Member Services within 24 hours of the emergency, or as soon as possible.

What if I am/my child is out of the country?
Medical services performed out of the country are not covered by CHIP.

What if I need/my child needs to see a special doctor (specialist)?
Your/your child’s Primary Care Provider can treat most problems. Sometimes you/your child may need care from a specialist, and the Primary Care Provider will help you find one. You/your child may also need non-emergency hospital care, and the Primary Care Provider will refer you to a hospital if needed.

CHIP Members with disabilities, special health care needs, and chronic or complex conditions may have direct access to a specialist.

What is a referral?
A referral is a consultation for evaluation and/or treatment of a patient, requested by one doctor to another doctor.

How soon can I expect to be seen by a specialist/how soon can I expect my child to be seen by a specialist?
The specialist will see you as soon as possible, usually within eight to 10 weeks. Of course, if it is urgent, the specialist will see you within 24 hours of your request. If you need help or cannot wait that long, call our Member Services and we may be able to find another specialist you can visit sooner.

What services do not need a referral?
1. Emergency care for CHIP and CHIP Perinate Newborn Members
2. Emergency care for CHIP Perinatal Members: Emergency services and/or emergency medical care are covered services only if it is labor resulting in delivery of your baby. If your emergency care is not related to labor with the birth of your child, you will have to apply for Emergency Medicaid or pay for the services yourself.
3. OB/GYN care
4. Prenatal care: You may receive prenatal care without a referral. Your CHIP Perinatal Provider must request referral authorization for some tests and procedures and must notify us of pregnancy care visits.
5. Behavioral (mental) health services or drug and alcohol treatment

How can I ask for a second opinion?
Please call our Member Services if you want a second opinion. You can get a second opinion from a network Provider or an out-of-network Provider if a network Provider is not available. You may want to ask for a second opinion if:
• You received a diagnosis or instructions from your Provider that you don’t feel are correct or complete
• Your Provider says you need surgery
• You have done what the doctor asked, but you are not getting better

How do I get help if I/my child has behavioral (mental) health or drug problems?
If you/your child has a problem with drugs, alcohol or mental health, call Beacon Health Strategies toll-free at 1.877.343.3108. Beacon Health Strategies is our Provider of mental health and drug and alcohol abuse treatment
services. Some mental health or substance abuse problems may also need urgent care. For help with these problems or for more information, please call Beacon Health Strategies.

**Do I need a referral for this?**

No. You do not/your child does not need to see the Primary Care Provider first or get a referral. Community Health Choice follows the Mental Health Parity Addiction Equity Act (MHPAEA). We review to make sure that requirements for mental health benefits are the same or less than medical benefits.

**How do I get my/my child’s medications?**

FOR CHIP MEMBERS AND CHIP PERINATE NEWBORN MEMBERS

CHIP covers most of the medicine your/your child’s doctor says you need. Your/your child’s doctor will write a prescription so you can take it to the drug store, or may be able to send the prescription for you.

Exclusions include: contraceptive medications prescribed only for the purpose to prevent pregnancy and medications for weight loss or gain.

You may have to pay a co-payment for each prescription filled depending on your income.

**How do I find a network drug store?**

You can look in our Provider Directory, call our Member Services toll-free at 1.888.760.2600 or look on our Web site at CommunityHealthChoice.org.

**What if I go to a drug store not in the network?**

If you do go to a drug store that is not in our network, your prescription will not be covered by us, and you will have to pay full price.

We have a lot of drug stores in our network, including those in these stores: HEB, Kroger, Randall’s, Sam’s, Target, Walgreens, and Wal-Mart. Please look on our Web site at CommunityHealthChoice.org > Find a doctor > Products > Find a Pharmacy for a complete list. You can also call Member Services at 713.295.2294 or toll-free at 1.888.760.2600 for help.

**What do I bring with me to the drug store?**

Bring your:

- Prescription
- Member ID card
- Co-payment (CHIP Members only)

**What if I need my medications delivered to me?**

Some pharmacies in our network will deliver to your home. Please look on our Web site at www.CommunityHealthChoice.org > Provider Find > Find a Pharmacy to see which ones will deliver. You can also call Member Services at 713.295.2294 or toll-free at 1.888.760.2600 for help.

**Who do I call if I have problems getting my medication?**

Call Member Services at 713.295.2294 or toll-free at 1.888.760.2600. We can help you find a drug store in our network that is close to you.

**What if I can’t get my/my child’s prescription approved?**

If your/your child’s doctor cannot be reached to approve a prescription, your child may be able to get a three-day emergency supply of your/your child’s medication. Please call Community Health Choice Member Services toll-free at 1.888.760.2600 for help with your medications and refills.
What if I lose my/my child’s medication?
Please call our Member Services at 713.295.2294 or toll-free at 1.888.760.2600 for help.

What if I/my child needs an over-the-counter medication?
The pharmacy cannot give you an over-the-counter medication as part of your/your child’s CHIP benefit. If you/your child needs an over-the-counter medication, you will have to pay for it.

What if I/my child needs more than 34 days of a prescribed medication?
The pharmacy can only give you an amount of a medication that you/your child needs for the next 34 days. For any other questions, please call Community Health Choice Member Services toll-free at 1.888.760.2600.

What if I/my child needs birth control pills?
The pharmacy cannot give you/your child birth control pills to prevent pregnancy. You/your child can only get birth control pills if they are needed to treat a medical condition.

How do I get eye care services/how do I get eye care services for my child?
Call our Member Services or for a list of eye care Providers for you/your child. Call toll-free at 1.888.760.2600. You/your child can get an eye exam and glasses once a year between September 1 and August 31. You/your child must get eye care services from our eye care Providers. You/your child may get contact lenses instead of glasses one time per year. The maximum cost is $100. You may get eyewear every 12 months.

How do I get dental services for my child?
Your child’s CHIP dental plan provides dental services, including services that help prevent tooth decay and services that fix dental problems. Call your child’s CHIP dental plan to learn more about the dental services they offer. Community Health Choice covers emergency dental services your child gets in a hospital. This includes services the doctor provides and other services your child might need, like anesthesia.

Can someone interpret for me when I talk with my/my child’s doctor?
Yes.

Who do I call for an interpreter?
Call Community Health Choice Member Services toll-free at 1.888.760.2600 to help you schedule one.

How far in advance do I need to call?
You must call at least three working days before your appointment.

How can I get a face-to-face interpreter in the Provider’s office?
Call Community Health Choice Member Services toll-free at 1.888.760.2600 to help you schedule one.

What if I/my daughter needs OB/GYN care?
FOR CHIP MEMBERS AND CHIP PERINATE NEWBORN MEMBERS
You/your daughter may receive prenatal care without a referral. The OB/GYN must notify us of pregnancy care visits. If you/your daughter is pregnant, call the CHIP Member’s CHIP case worker, and our Member Services right away.

Attention Members:
You have the right to pick an OB/GYN for yourself/your daughter without a referral from your/your daughter’s Primary Care Provider. An OB/GYN can give you:

- One well-woman checkup each year
- Care related to pregnancy
- Care for any female medical condition
- Referral to a special doctor (specialist) within the Community Health Choice network
Community Health Choice allows you/your daughter to pick an OB/GYN, whether that doctor is in the same network as you/your daughter's Primary Care Provider, unless you choose a Provider who is a part of a Limited Provider Network (LPN).

**Limited Provider Network–OB/GYN**

A Limited Provider Network (LPN) is a group of doctors and other Providers who only refer patients to others in the same LPN. If you choose a Provider who is in an LPN to be your Primary Care Provider, then your Primary Care Provider will only refer you to Providers (doctors, specialists, hospitals) in the LPN. If the CHIP Member's Primary Care Provider is in our LPN, we have limited your selection of an OB/GYN for you/your daughter to the same network as your/your daughter's Primary Care Provider. The Member's Primary Care Provider and OB/GYN must be part of the same “limited network.” Call our Member Services if you have questions.

You/your daughter can choose any OB/GYN listed in our CHIP Provider Directory under “Women’s Health Services Providers.” If you/your daughter does not see their OB/GYN in the directory, call our Member Services. We are always adding new doctors. After you/your daughter has chosen an OB/GYN Provider, call our Member Services and tell us the name of the OB/GYN.

You/your daughter can make an appointment with any of our OB/GYN unless your/your daughter's Primary Care Provider is in our Limited Network. If you/your daughter are in our Limited Network, you can make an appointment with any of our OB/GYN in our Limited Network. You/your daughter do not need a Primary Care Provider’s referral to see our OB/GYN. It is very important for a CHIP Member to choose a doctor to take care of her while she is pregnant.

**How soon can I/my daughter be seen after contacting the OB/GYN for an appointment?**

Your OB/GYN must see you within 14 days from your request. Prenatal care must be provided within 14 days of request, except for high-risk pregnancies or new Members in the third trimester, for whom an appointment must be offered within five days, or immediately, if an emergency exists.

You do not need a referral. Your OB/GYN must request referral authorization for some tests and procedures.

**Can I/my daughter stay with our OB/GYN if the OB/GYN is not with Community Health Choice?**

Yes. If you became eligible for CHIP in the last three months of your pregnancy, you are allowed to see your current OB/GYN. If your OB/GYN is not a part of our network, please let us know so we can try to work with the Provider to ensure that you are able to continue to see the Provider. Doctors and midwives must be Texas CHIP Providers.

**What if I am pregnant?**

You may receive prenatal care without a referral. Your OB/GYN must request referral authorization for some tests and procedures. Your OB/GYN must notify Community Health Choice of pregnancy care visits.

**Who do I need to call?**

Please call 2-1-1.

A CHIP Member who is determined to be eligible for Medicaid must apply for Medicaid. If a CHIP Member is not eligible for Medicaid, HHSC will extend the CHIP Member's eligibility period to ensure that you continue coverage during your pregnancy and through the end of the second full month following the month of the baby’s birth. Newborns of CHIP Members are automatically enrolled in the mother’s health plan at birth. Infants who are Medicaid-eligible are NOT eligible for CHIP.
What other services/activities/education does Community Health Choice offer pregnant women?
You and your baby can get great gifts for staying healthy. We also have childbirth classes. There is no cost. You will learn about:

• Labor and delivery
• Ways to manage labor pain
• Breastfeeding
• Much more

Who do I call if I have/my child has special health care needs and I need someone to help me?
Please call our Member Services toll-free at 1.888.760.2600. You may also contact your/your child’s Primary Care Provider to assist you in getting or learning about services available to you or your baby. Members with special health care needs have direct access to our in-network specialist.

What if I get a bill from my doctor?
You might get a bill if you go to a doctor who is not with Community Health Choice. You might also get a bill if you received treatment in an emergency room if it is not an emergency. If you get bills for services that are not covered, the CHIP Program will NOT pay these bills.
Always show your CHIP/CHIP Perinatal Member ID Card when you/your child gets medical services from a doctor who is with Community Health Choice.

Who do I call?
If you get a bill for covered services, call the Provider and give them the information on your CHIP/CHIP Perinatal Member ID Card.

What information will they need?
They will need information that is on Your Member ID Card. If you still have a problem, call our Member Services.

What do I have to do if I/my child moves?
As soon as you have your new address, give it to the local HHSC benefits office and Community Health Choice Member Services Department toll-free at 1.888.760.2600. Before you get CHIP services in your new area, you must call Community Health Choice, unless you need emergency services. You will continue to get care through Community Health Choice until HHSC changes your address.

What are my rights and responsibilities?

FOR CHIP MEMBERS AND CHIP PERINATAL NEWBORN MEMBERS
MEMBER RIGHTS AND RESPONSIBILITIES
MEMBER RIGHTS

1. You have the right to get accurate, easy-to-understand information to help you make good choices about your child’s health plan, doctors, hospitals and other Providers.

2. Your health plan must tell you if they use a “limited Provider network.” This is a group of doctors and other Providers who only refer patients to other doctors who are in the same group. “Limited Provider network” means you cannot see all the doctors who are in your health plan. If your health plan uses “limited networks,” you should check to see that your child’s Primary Care Provider and any specialist doctor you might like to see are part of the same “limited network.”

3. You have a right to know how your doctors are paid. Some get a fixed payment no matter how often you visit. Others get paid based on the services they give to your child. You have a right to know about what those payments are and how they work.

4. You have a right to know how the health plan decides whether a service is covered and/or medically necessary. You have the right to know about the people in the health plan who decide those things.
5. You have a right to know the names of the hospitals and other Providers in your health plan and their addresses.

6. You have a right to pick from a list of health care Providers that is large enough so that your child can get the right kind of care when your child needs it.

7. If a doctor says your child has special health care needs or a disability, you maybe able to use a specialist as your child’s Primary Care Provider. Ask your health plan about this.

8. Children who are diagnosed with special health care needs or a disability have the right to special care.

9. If your child has special medical problems, and the doctor your child is seeing leaves your health plan, your child may be able to continue seeing that doctor for three months, and the health plan must continue paying for those services. Ask your plan about how this works.

10. Your daughter has the right to see a participating obstetrician/gynecologist (OB/GYN) without a referral from her Primary Care Provider and without first checking with your health plan. Ask your plan how this works. Some plans may make you pick an OB/GYN before seeing that doctor without a referral.

11. Your child has the right to emergency services if you reasonably believe your child's life is in danger, or that your child would be seriously hurt without getting treated right away. Coverage of emergencies is available without first checking with your health plan. You may have to pay a co-payment, depending on your income. (Co-payments do not apply to CHIP Perinatal benefits.)

12. You have the right and responsibility to take part in all the choices about your child's health care.

13. You have the right to speak for your child in all treatment choices.

14. You have the right to get a second opinion from another doctor in your health plan about what kind of treatment your child needs.

15. You have the right to be treated fairly by your health plan, doctors, hospitals, and other Providers.

16. You have the right to talk to your child's doctors and other Providers in private, and to have your child's medical records kept private. You have the right to look over and copy your child's medical records and to ask for changes to those records.

17. You have the right to a fair and quick process for solving problems with your health plan and the plan’s doctors, hospitals and others who provide services to your child. If your health plan says it will not pay for a covered service or benefit that your child's doctor thinks is medically necessary, you have a right to have another group, outside the health plan, tell you if they think your doctor or the health plan was right.

18. You have a right to know that doctors, hospitals, and others who care for your child can advise you about your child's health status, medical care, and treatment. Your health plan cannot prevent them from giving you this information, even if the care or treatment is not a covered service.

MEMBER RESPONSIBILITIES

1. You and your health plan both have an interest in seeing your child’s health improve. You can help by assuming these responsibilities.

2. You must try to follow healthy habits. Encourage your child to stay away from tobacco and to eat a healthy diet.

3. You must become involved in the doctor’s decisions about your child’s treatments.

4. You must work together with your health plan’s doctors and other Providers to pick treatments for your child that you have all agreed upon.

5. If you have a disagreement with your health plan, you must try first to resolve it using the health plan’s complaint process.

6. You must learn about what your health plan does and does not cover. Read your Member Handbook to understand how the rules work.

7. If you make an appointment for your child, you must try to get to the doctor’s office on time. If you cannot keep the appointment, be sure to call and cancel it.
8. If your child has CHIP, you are responsible for paying your doctor and other Providers’ co-payments that you owe them. If your child is getting CHIP Perinatal services, you will not have any co-payments for that child.

9. You must report misuse of CHIP or CHIP Perinatal services by health care Providers, other Members or health plans.

10. You must talk to your Provider about your medications that are prescribed.

11. If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services toll-free at 1.800.368.1019. You also can view information concerning the HHS Office of Civil Rights online at www.hhs.gov/ocr.

Health Care and Other Services for CHIP Perinate Members

What does “Medically Necessary” mean?
Covered services for CHIP Members, CHIP Perinate Newborn Members, and CHIP Perinate Members must meet the CHIP definition of “Medically Necessary.” A CHIP Perinate Member is an unborn child.

Medically Necessary means:

1. Health Care Services that are:
   a. reasonable and necessary to prevent illnesses or medical conditions, or provide early screening, interventions, or treatments for conditions that cause suffering or pain, cause physical deformity or limitations in function, threaten to cause or worsen a disability, cause illness or infirmity of a Member, or endanger life;
   b. provided at appropriate facilities and at the appropriate levels of care for the treatment of a Member's health conditions;
   c. consistent with health care practice guidelines and standards that are endorsed by professionally recognized health care organizations or governmental agencies;
   d. consistent with the Member's diagnoses;
   e. no more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency;
   f. not experimental or investigative; and
   g. not primarily for the convenience of the Member or Provider; and

2. Behavioral Health Services that:
   a. are reasonable and necessary for the diagnosis or treatment of a mental health or chemical dependency disorder, or to improve, maintain, or prevent deterioration of functioning resulting from such a disorder;
   b. are in accordance with professionally accepted clinical guidelines and standards of practice in behavioral health care;
   c. are furnished in the most appropriate and least restrictive setting in which services can be safely provided;
   d. are the most appropriate level or supply of service that can safely be provided;
   e. could not be omitted without adversely affecting the Member’s mental and/or physical health or the quality of care rendered;
   f. are not experimental or investigative; and
   g. are not primarily for the convenience of the Member or Provider.

What is routine medical care?
Routine medical care is when you visit your CHIP Perinatal Provider to make sure your unborn child is in good health. Routine medical care includes regular prenatal checkups and follow-up care.

How soon can I expect to be seen?
You should be able to see the Perinatal Provider or Primary Care Provider within two weeks of your call.
What is urgent medical care?
An urgent problem is when you need treatment right away for your unborn child. If your problem is urgent but not an emergency, go to your CHIP Perinatal Provider.

How soon can I expect to be seen?
You should expect to be seen for an urgent problem within 24 hours. Call your CHIP Perinatal Provider first if you have a problem with your unborn child.

What is an Emergency and an Emergency Medical Condition?
A CHIP Perinatal Member is defined as an unborn child. Emergency care is a covered service if it directly relates to the delivery of the unborn child until birth. Emergency care is provided for the following Emergency Medical Conditions:

- Medical screening examination to determine emergency when directly related to the delivery of the covered unborn child;
- Stabilization services related to the labor with delivery of the covered unborn child;
- Emergency ground, air and water transportation for labor and threatened labor is a covered benefit;
- Emergency ground, air, and water transportation for an emergency associated with (a) miscarriage or (b) a non-viable pregnancy (molar pregnancy, ectopic pregnancy, or a fetus that expired in utero) is a covered benefit.

Benefit limits: Post-delivery services or complications resulting in the need for emergency services for the mother of the CHIP Perinatal are not a covered benefit.

What is Emergency Services or Emergency Care?
“Emergency Services” or “Emergency Care” are covered inpatient and outpatient services furnished by a Provider that is qualified to furnish such services and that are needed to evaluate or stabilize an Emergency Medical Condition, including post-stabilization care services related to labor and delivery of the unborn child.

What should a CHIP Perinatal Member do in an emergency?
- Go to the nearest hospital emergency room.
- Call 9-1-1 if you need help getting to the hospital.
- Call your CHIP Perinatal Provider within 24 hours, or as soon as possible, to let them know and so they can give you follow-up care.

If your emergency care is not related to labor with the birth of your child, you will have to apply for Emergency Medicaid or pay for the services yourself.

How soon can I expect to be seen?
Emergency Services must be provided when you arrive at the service delivery site, including at non-network and out-of-area facilities.

How do I get medical care after my Primary Care Provider’s office is closed?
You should call your/your child’s Primary Care Provider office. You can reach your/your child’s Primary Care Provider or a back-up doctor 24 hours a day, seven days a week. Or you may call our 24-Hour Nurse Help line at 1.888.332.2730. Our nurses can help you/your child get the right health care. In an emergency, call 9-1-1 or go to the nearest emergency room.

What if I get sick when I am out of town or traveling?/What if my child gets sick when he or she is out of town or traveling?
If you/your child needs medical care when out of town or out of state, call us at 713.295.2294 or toll-free at 1.888.760.2600, and we will help you find a doctor.
If you/your child needs emergency services when out of town or out of state, go to a nearby hospital, then call us at 713.295.2294 or toll-free at 1.888.760.2600.

You/your child will need to return to our service area for follow-up care when well enough. We cover care for true emergencies anywhere you/your child go inside the United States. You do not need to call your/your child’s Perinatal Provider or Primary Care Provider before getting emergency care, but do call your/your child’s Perinatal Provider or Primary Care Provider and our Member Services within 24 hours of the emergency, or as soon as possible.

**What if I am/my child is out of the country?**
Medical services performed out of the country are not covered by CHIP.

**What is a referral?**
A referral is a consultation for evaluation and/or treatment of a patient, requested by one doctor to another doctor.

**What services do not need a referral?**
1. Emergency care for CHIP Perinatal Members: Emergency services and/or emergency medical care are covered services only if it is labor resulting in delivery of your baby. If your emergency care is not related to labor with the birth of your child, you will have to apply for Emergency Medicaid or pay for the services yourself.
2. OB/GYN care
3. Prenatal care: You may receive prenatal care without a referral. Your CHIP Perinatal Provider must request referral authorization for some tests and procedures and must notify us of pregnancy care visits.
4. Behavioral (mental) health services or drug and alcohol treatment.

**What if I need services that are not covered by CHIP Perinatal?**
We will not pay the cost of non-emergency hospital care, medical equipment or a non-emergency specialist for you/your unborn child/your child unless the CHIP Member’s Perinatal Provider or Primary Care Provider gives a referral.

**How do I get my medications?**
CHIP Perinatal covers most of the medicine your unborn child’s doctor says you need. Your doctor will write a prescription so you can take it to the drug store or may be able to send the prescription for you.

There are no co-payments required for CHIP Perinate Members.

**How do I find a network drug store?**
You can look in our Provider Directory, call our Member Services toll-free at 1.888.760.2600 or look on our Web site at CommunityHealthChoice.org.

**What if I go to a drug store not in the network?**
If you do go to a drug store that is not in our network, your prescription will not be covered by us, and you will have to pay full price.

We have a lot of drug stores in our network, including those in these stores: HEB, Kroger, Randall’s, Sam’s, Target, Walgreens, and Wal-Mart. Please look on our Web site at CommunityHealthChoice.org > Find a Doctor > Products > Find a Pharmacy for a complete list. You can also call Member Services at 713.295.2294 or toll-free at 1.888.760.2600 for help.

**What do I bring with me to the drug store?**
Bring your:
- Prescription
- Member ID card
What if I need my medications delivered to me?
Some pharmacies in our network will deliver to your home. Please look on our Web site at CommunityHealthChoice.org > Provider Find > Find a Pharmacy to see which ones will deliver. You can also call Member Services at 713.295.2294 or toll-free at 1.888.760.2600 for help.

Who do I call if I have problems getting my medication?
Call Member Services at 713.295.2294 or toll-free at 1.888.760.2600. We can help you find a drug store in our network that is close to you.

What if I can’t get my/my child’s prescription approved?
If your/your child’s doctor cannot be reached to approve a prescription, your child may be able to get a three-day emergency supply of your/your child’s medication. Please call Community Health Choice Member Services toll-free at 1.888.760.2600 for help with your medications and refills.

What if I lose my medication?
Please call our Member Services at 713.295.2294 or toll-free at 1.888.760.2600 for help.

What if I need an over-the-counter medication?
The pharmacy cannot give you an over-the-counter medication as part of your CHIP benefit. If you need an over-the-counter medication, you will have to pay for it.

What if I need more than 34 days of a prescribed medication?
The pharmacy can only give you an amount of a medication that you/your child needs for the next 34 days. For any other questions, please call Community Health Choice Member Services toll-free at 1.888.760.2600.

Can someone interpret for me when I talk with my perinatal Provider?
Yes.

Who do I call for an interpreter?
Call Community Health Choice Member Services toll-free at 1.888.760.2600 to help you schedule one.

How far ahead of time do I need to call?
You must call at least three working days before your appointment.

How can I get a face-to-face interpreter in the Provider’s office?
Call Community Health Choice Member Services toll-free at 1.888.760.2600 to help you schedule one.

How do I choose a perinatal Provider?
Every CHIP Member of your family may have their own Primary Care Provider. Follow these steps to choose:

- Check our Web site at CommunityHealthChoice.org or your Community Health Choice CHIP Provider Directory for a list of our Primary Care Providers near you.
- Call Community Health Choice Member Services at 713.295.2294 or toll-free at 1.888.760.2600.

Will I need a referral?
No.

How soon can I be seen after contacting a perinatal Provider for an appointment?
You should be able to see your Perinatal Provider within two weeks of your call.
Can I stay with my perinatal Provider if they are not with Community Health Choice?
If you enrolled with Community in the last three months of your pregnancy, you can continue to see your perinatal provider if Community and the perinatal provider can set up approval for care.

What if I get a bill from a perinatal Provider?
You might get a bill if you go to a doctor who is not with Community Health Choice. You might also get a bill if you received treatment in an emergency room if it is not an emergency. If you get bills for services that are not covered, the CHIP Program will NOT pay these bills.

Always show your CHIP Perinatal Member ID Card when you get medical services from a doctor who is with Community Health Choice.

Who do I call?
If you get a bill for covered services, call the Provider and give them the information on your CHIP Perinatal Member ID Card. If you still have a problem, call our Member Services. Give our Member Services the Member ID Number and tell them who sent you the bill.

What information will they need?
They will need information that is on your Member ID Card. If you still have a problem, call our Member Services.

What do I have to do if I move?
As soon as you have your new address, give it to the local HHSC benefits office and Community Health Choice Member Services Department toll-free at 1.888.760.2600. Before you get CHIP services in your new area, you must call Community Health Choice, unless you need emergency services. You will continue to get care through Community Health Choice until HHSC changes your address.

What are my rights and responsibilities?
FOR CHIP PERINATE MEMBERS
MEMBER RIGHTS AND RESPONSIBILITIES
MEMBER RIGHTS
1. You have a right to get accurate, easy-to-understand information to help you make good choices about your unborn child’s health plan, doctors, hospitals, and other Providers.
2. You have a right to know how the Perinatal Providers are paid. Some may get a fixed payment no matter how often you visit. Others get paid based on the services they provide for your unborn child. You have a right to know about what those payments are and how they work.
3. You have a right to know how the health plan decides whether a Perinatal service is covered or medically necessary. You have the right to know about the people in the health plan who decide those things.
4. You have a right to know the names of the hospitals and other Perinatal Providers in the health plan and their addresses.
5. You have a right to pick from a list of health care Providers that is large enough so that your unborn child can get the right kind of care when it is needed.
6. You have a right to emergency Perinatal services if you reasonably believe your unborn child’s life is in danger, or that your unborn child would be seriously hurt without getting treated right away. Coverage of such emergencies is available without first checking with the health plan.
7. You have the right and responsibility to take part in all the choices about your unborn child’s health care.
8. You have the right to speak for your unborn child in all treatment choices.
9. You have the right to be treated fairly by the health plan, doctors, hospitals, and other Providers.
10. You have the right to talk to your Perinatal Provider in private, and to have your medical records kept private.
You have the right to look over and copy your medical records and to ask for changes to those records.

11. You have the right to a fair and quick process for solving problems with the health plan and the plan's doctors, hospitals and others who provide Perinatal services for your unborn child. If the health plan says it will not pay for a covered Perinatal service or benefit that your unborn child’s doctor thinks is medically necessary, you have a right to have another group, outside the health plan, tell you if they think your doctor or the health plan was right.

12. You have a right to know that doctors, hospitals, and other Perinatal Providers can give you information about your or your unborn child's health status, medical care, or treatment. Your health plan cannot prevent them from giving you this information, even if the care or treatment is not a covered service.

**MEMBER RESPONSIBILITIES**

You and your health plan both have an interest in having your baby born healthy. You can help by assuming these responsibilities.

1. You must try to follow healthy habits. Stay away from tobacco and eat a healthy diet.
2. You must become involved in the decisions about your unborn child's care.
3. If you have a disagreement with the health plan, you must try first to resolve it using the health plan’s complaint process.
4. You must learn about what your health plan does and does not cover. Read your CHIP Perinatal Program Handbook to understand how the rules work.
5. You must try to get to the doctor’s office on time. If you cannot keep the appointment, be sure to call and cancel it.
6. You must report misuse of CHIP Perinatal services by health care Providers, other Members, or health plans.
7. You must talk to your Provider about your medications that are prescribed.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at 1.800.368.1019. You also can view information concerning the HHS Office of Civil Rights online at www.hhs.gov/ocr.

**When does CHIP Perinatal coverage end?**

Your baby will continue to receive CHIP Perinatal benefits if you meet the requirements. Your baby will get 12 months of continuous CHIP Perinatal benefits, beginning with the month of enrollment as an unborn child. If you do not meet CHIP Perinatal benefit requirements, your baby will be moved to Medicaid and get 12 months of continuous Medicaid coverage from date of birth.

**Will the state send me anything when my CHIP Perinatal coverage ends?**

Yes, the State will send you a letter telling you when your coverage ends.

**How does renewal work?**

In the 10th month of coverage, you will receive a CHIP renewal form. You must fill it out and send it to the State. The State will determine if your child is eligible for Medicaid or CHIP. Call us for help filling out your renewal application.

**Can I choose my baby’s Primary Care Provider before my baby is born?**

Yes.

**Who do I call?**

Look in your CHIP Provider Directory or online at CommunityHealthChoice.org. You can also call our Member Services at 713.295.2294 or toll-free at 1.888.760.2600.

**What information do they need?**

If you have already chosen a Provider, please give Member Services your Provider's name and phone number.
Complaint Process

What should I do if I have a Complaint?

We want to help. If you have a complaint, please call us at 713.295.2294 or toll-free at 1.888.760.2600 (TDD: 1.800.518.1655) to tell us about your problem. A Community Health Choice Member Services Advocate can help you file a complaint. Most of the time, we can help you right away or at the most within a few days.

You can also write a letter or you can ask to complete a “Complaint Form.” We will mail you the form. The Complaint Form must be returned to us for prompt resolution.

Send your Complaint to the address below:

Community Health Choice, Inc.
Member Complaints Coordinator
2636 South Loop West, Suite 125
Houston, TX 77054

We will send you a letter within five business days from the date of receipt of your Complaint telling you that we received your Complaint. We will send you a Resolution Letter within 30 calendar days from the date of receipt of your Complaint.

Your Complaint concerning an Emergency or denial of continued stay for hospitalization will be resolved in one business day of receipt of your Complaint. The investigation and resolution will be concluded in accordance with the medical immediacy of the case.

Who do I call?

We want to help. If you have a complaint, please call us at 713.295.2294 or toll-free at 1.888.760.2600 (TDD: 1.800.518.1655) to tell us about your problem.

Can someone from Community Health Choice help me file a Complaint?

Yes. A Community Health Choice Member Services Advocate can help you file a complaint. Just call us toll-free at 1.888.760.2600. Most of the time, we can help you right away or at the most within a few days. You can also write a letter or you can ask to complete a “Complaint Form.” We will mail you the form. The Complaint Form must be returned to us for quick resolution.

Send your Complaint to the address below:

Community Health Choice, Inc.
Member Complaints Coordinator
2636 South Loop West, Suite 125
Houston, TX 77054

How long will it take to process my Complaint?

We will send you a letter within five business days from the date we get your Complaint. This will let you know we got it. We will send you a resolution letter within 30 calendar days from the date we get your Complaint. We answer complaints about emergency care in one business day. We answer complaints about denials of continued hospital stays in one business day. The investigation and resolution will be concluded in accordance with the medical immediacy of the case.

What are the requirements and timeframes for filing a Complaint?

You can file a complaint at any time.
If I am not satisfied with the outcome, who else can I contact?
If you are not satisfied with the answer to your complaint, you can also complain to the Texas Department of Insurance by calling toll-free at 1.800.252.3439. If you would like to make your request in writing send it to:

Texas Department of Insurance
Consumer Protection
P.O Box 149091
Austin, Texas 78714-9091

If you can get on the Internet, you can send your complaint in an e-mail to http://www.tdi.texas.gov/consumer/complfrm.html.

Do I have the right to meet with a Complaint Appeal Panel (CAP)?
If the Complaint is not resolved to your satisfaction, you have the right to appear in person before a Complaint Appeal Panel (CAP) where the Member normally receives health care services, unless another site is agreed to by you, or to address a written appeal to the CAP. The CAP will have equal numbers of:

• Our staff;
• Providers; and
• Members.

Members of the CAP cannot have been a part of the Complaint in any way. Providers will have expertise in area of care that is in the Complaint. CHIP Members on the CAP cannot also be employees of Community Health Choice.

Information given to Members about CAP:
No later than five business days before the CAP is to meet, unless you agree otherwise, we will give the complainant or their representative:

• Any information to be shown to the CAP by Community Health Choice
• The type of Provider asked to help
• The name and job title of each Community Health Choice staff person on the CAP

Rights of Complainant at CAP Meeting:
A Member or his/her representative, if the Member is a minor or is disabled, has the right to:

• Meet in person before the CAP
• Have other expert testimony
• Ask for any person involved in making the decision that caused the Complaint to be at the meeting and to question them

We will send you a letter within five business days of the date of receipt of your request for an appeal telling you that we received your appeal. We will send you a Resolution Letter within 30 calendar days of the date of receipt of your request for an appeal.

Investigation and resolution of appeals relating to ongoing emergencies or denial of continued stays for hospitalization will be concluded in accordance with the medical immediacy of the case but in no event to exceed one business day after your request for appeal. Due to the ongoing Emergency or continued Hospital stay, and at your request, we will provide, in lieu of a Complaint Appeal Panel, a review by a Physician or Provider who has not previously reviewed the case and is of the same or similar specialty as typically manages the medical condition, procedure or treatment under discussion for review of the Appeal.
Process to Appeal a CHIP Adverse Determination

What can I do if my doctor asks for a service for me/my child that is covered but Community Health Choice denies or limits it?
We may deny services if they are not medically necessary. You can request an appeal orally or in writing. If you request an oral appeal, you must submit the one page appeal form before your request can be reviewed. You can write a letter or you can ask to complete an “Appeal Form.” We will mail you the form. Send your appeal to the address below:

Community Health Choice, Inc.
Member Appeal Resolution Coordinator
2636 South Loop West, Suite 125
Houston, TX 77054
Phone: 713.295.2294 or toll-free at 1.888.760.2600

How will I find out if services are denied?
If hospitalized:
We will notify your doctor within one business day by telephone or electronic transmission; we will then send a letter to you and your doctor within three business days.
If not in hospital:
We will send a letter to you and your doctor within three business days.
Post-Stabilization:
We will respond to post-stabilization services following an emergency within one hour.

What are the timeframes for the appeal process?
You have 30 days from the receipt of the denial letter to appeal a denied service to you or your children. To continue services, you must request an extension of the services within 10 days of the mailing of the denial letter. If you request an extension, the time frame may be extended while the appeal is pending. We will notify you of our decision within 30 days.
If we need more information, and can show how the delay is in the Member’s best interest, the time frame can be extended up to 14 calendar days. The Member must be notified in writing regarding the reason for delay.
If we need additional information, we will send you or your doctor a request.

When do I have the right to ask for an appeal?
If you disagree with Community Health Choice’s answer or if you believe we made a mistake, you have 30 days from the receipt of the denial letter to appeal a denied service to you or your children.

Does my request have to be in writing?
No. But you must also send in a written and signed appeal form. It can be submitted by the Member or a representative for the Member. Community Health Choice must get it within 5 days, unless it is an expedited appeal request. You can call Member Services at 713.295.2294 or toll-free at 1.888.760.2600 for help.

Can someone from Community Health Choice help me file an appeal?
Yes. Our Member Services Advocate can help you. Call 713.295.2294 or toll-free at 1.888.760.2600.
Expedited MCO Appeals

What is an Expedited Appeal?
An Expedited Appeal is when the health plan has to make a decision quickly based on the condition of your health, and taking the time for a standard appeal could jeopardize your life or health.

How do I ask for an Expedited Appeal?
You may ask for an Expedited Appeal from Community Health Choice, orally or in writing. Do this if you believe that taking the time for a standard resolution could seriously jeopardize the Member’s life or health.

Send your appeal to the address below:
Community Health Choice, Inc.
Member Appeal Resolution Coordinator
2636 South Loop West, Suite 125
Houston, TX 77054
Phone: 713.295.2294 or toll-free at 1.888.760.2600

Does my request have to be in writing?
No.

What are the timeframes for an Expedited Appeal?
Community Health Choice must complete an Expedited Appeal request within one working day from the date that we have all of the information we need to review the appeal. Community Health Choice will tell you our decision over the phone within one working day. We will mail your our decision within three business days.

What happens if Community Health Choice denies the request for an Expedited Appeal?
If we deny the request for an Expedited Appeal, we will notify you within five business days. Then, your request will be moved to the standard appeal process, and we will mail you our decision within 30 days.

Who can help me file an Expedited Appeal?
Call our Member Services toll-free at 1.888.760.2600 for assistance with an Appeal or an Expedited Appeal.

Independent Review Organization Process

What is an independent review organization (IRO)?
If you disagree with our appeal decision, you have the right to an IRO review. An IRO works with the Texas Department of Insurance. An IRO makes decisions on medical necessity and whether your care is appropriate.

How do I request an IRO review?
Call Member Services and ask for an “Independent Review Organization Form.” Call 713.295.2294, toll-free at 1.888.760.2600 or TDD: 1.800.518.1655.

When can I request an IRO?
You can request an IRO review at any time; however, try to request the review as soon as possible.

What are the timeframes for this process?
We will immediately notify the Texas Department of Insurance (TDI) of your request. TDI will assign the case to an IRO within one business day. If the IRO requests any information, we must provide the information within three
business days. The IRO must reach a decision within 15 days, but no later than 20 days after the IRO receives the case from TDI. In cases involving life-threatening conditions, the IRO must reach a decision within five days, but no later than eight days after the IRO receives the case from TDI.

**When is an IRO review not available?**
An IRO review is not available if:

- We deny payment for a service not covered by the plan, such as cosmetic surgery; or
- You have already received treatment and we determined that the treatment was not medically necessary.

**Abuse, Neglect, and Exploitation**
You have the right to respect and dignity, including freedom from Abuse, Neglect, and Exploitation.

**What are Abuse, Neglect, and Exploitation?**
Abuse is mental, emotional, physical, or sexual injury, or failure to prevent such injury.

Neglect results in starvation, dehydration, overmedicating or under medicating, unsanitary living conditions, etc. Neglect also includes lack of heat, running water, electricity, medical care, and personal hygiene.

Exploitation is misusing the resources of another person for personal or monetary gain. This includes taking Social Security or SSI (Supplemental Security Income) checks, abusing a joint checking account, and taking property and other resources.

**Reporting Abuse, Neglect, and Exploitation**
The law requires that you report suspected Abuse, Neglect, or Exploitation, including unapproved use of restraints or isolation that is committed by a provider.

Call 9-1-1 for life-threatening or emergency situations.

**Report by Phone (non-emergency); 24 hours a day, 7 days a week, toll-free**
Report to the Department of Aging and Disability Services (DADS) by calling 1-800-647-7418 if the person being abused, neglected, or exploited lives in or receives services from a:

- Nursing facility;
- Assisted living facility;
- Adult day care center;
- Licensed adult foster care provider; or
- Home and Community Support Services Agency (HCSSA) or Home Health Agency,

Suspected Abuse, Neglect or Exploitation by a HCSSA must also be reported to the Department of Family and Protective Services (DFPS).

Report all other suspected abuse, neglect, or exploitation to DFPS by calling 1-800-252-5400.

**Report Electronically (non-emergency)**
Go to https://txabusehotline.org. This is a secure website. You will need to create a password-protected account and profile.

**Helpful Information for Filing a Report**
When reporting abuse, neglect, or exploitation, it is helpful to have the names, ages, addresses, and phone numbers of everyone involved.
Fraud Information

Do you want to report CHIP Waste, Abuse or Fraud?

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care Provider or a person getting CHIP benefits is doing something wrong. Doing something wrong could be waste, abuse or fraud, which is against the law. For example, tell us if you think someone is:

- Getting paid for CHIP services that weren’t given or necessary
- Not telling the truth about a medical condition to get medical treatment
- Letting someone else use a CHIP ID
- Using someone else’s CHIP ID
- Not telling the truth about the amount of money or resources he or she has to get benefits

To report waste, abuse or fraud, choose one of the following:

- Call the OIG Hotline toll-free at 1.800.436.6184;
- Visit https://oig.hhsc.state.tx.us/. Under the box labeled, “I WANT TO,” click “Report Fraud, Waste or Abuse” to complete the online form; or you can report directly to your health plan:

  Community Health Choice, Inc.
  Vice President/Compliance
  2636 South Loop West, Suite 125
  Houston, TX 77054
  Toll-free at 1.877.888.0002

To report waste, abuse or fraud, gather as much information as possible.

- When reporting about a Provider (a doctor, dentist, counselor, etc.) include:
  - Name, address, and phone number of Provider
  - Name and address of the facility (hospital, nursing home, home health agency, etc.)
  - Medicaid number of the Provider and facility, if you have it
  - Type of Provider (doctor, dentist, therapist, pharmacist, etc.)
  - Names and phone numbers of other witnesses who can help in the investigation
  - Dates of events
  - Summary of what happened

- When reporting about someone who gets benefits, include:
  - The person’s name
  - The person’s date of birth, Social Security Number or case number, if you have it
  - The city where the person lives
  - Specific details about the waste, abuse or fraud
Privacy Notice

Notice of Privacy Practices
Effective: April 14, 2003
Updated: September 23, 2013

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. If you have any questions about this notice, please contact Community Health Choice, Inc. (Community) Privacy Officer.

This Notice of Privacy Practices is given to you as part of the Health Insurance Portability and Accountability Act (HIPAA). It says how we can use or share your protected health information (PHI) and sensitive personal information (SPI). It tells you who we can share it with and how we keep it safe. It tells you how to get a copy of or edit your information. You can allow or not allow us to share specific details unless needed by law.

Our Responsibility to you Regarding Protected Health Information
“Protected health information” and “sensitive personal information” (PHI/SPI) is information that identifies a person or patient. This data can be your age, address, e-mail address, and medical facts. It can be about your past, present or future physical or mental health conditions. It also can be about sensitive health care services and other personal facts.

By Law, Community must:
• Make sure that your PHI/SPI is kept private.
• Give you this notice of our legal duties and privacy practices. It describes the use and disclosure of your PHI/SPI. Follow the terms of the notice in effect now.
• Tell you about any changes in the notice.
• Notify you that your health information (PHI/SPI) created or received by Community is subject to electronic disclosure.
• Give you an electronic copy of your record within 15 days after you ask in writing. We can also give this to you another way if you ask for it. There are some exceptions to this rule.
• With exceptions, not sell any PHI/SPI.
• Disclose any breach of unencrypted PHI/SPI we think might an unauthorized person might have.
• Train employees about our privacy practices. Training is no later than 60 days after their first day and at least every two years after.

We have the right to change this notice. The effective date is on the bottom of each page. You can get a copy from our Web site: CommunityHealthChoice.org. You can also call our Privacy Officer and ask for a copy to be mailed to you.

How we, Community, can Use or Disclose your Protected Health Information without your Authorization
Here are some examples of allowed uses and disclosures of your PHI/SPI. These are not the only ones.

Treatment — Community will use and share your PHI/SPI to provide, coordinate or manage your health care and other services. We might share it with doctors or others who help with your care. In emergencies, we will use and share it to get you the care you need. We will only share what is needed.

Payment — We can use and share your PHI/SPI to get paid for the health care services that you received. Health Care Operations — We can use or share your PHI/SPI in our daily activities. For example:
• To call you to remind you of your visit.
• To conduct or arrange other health care activities.
• To send you a newsletter.
• To send news about products or services that might benefit you.
• To give you information about treatment choices or other benefits.

**Business Associates** — We can share your PHI/SPI with our Business Associates. They must also protect it. They must follow HIPAA privacy and security rules, HITECH rules and Texas Privacy Laws. They can face fines and penalties. They have to report any breaches of unencrypted PHI/SPI.

**Required by Law** — By law, sometimes we must use or share your PHI/SPI. Here are some examples: Public Health Authorities

• To prevent or control disease, injury or disability.
• To report births and deaths.
• To report child abuse or neglect.
• To report problems with medicines or other products.
• To notify authorities if we believe a patient has been the victim of abuse, neglect or domestic violence.

**Communicable Diseases** — We can share your PHI/SPI to tell a person they might have been exposed to a disease. We can tell a person they might be at risk for getting or spreading a disease or condition.

**Health Oversight Agencies & U.S. Food and Drug Administration** — We will share your PHI/SPI when health oversight agencies ask for it.

**Legal Proceedings** — We will share your PHI/SPI for legal matters. We must receive a legal order or other lawful process.

**Law Enforcement & Criminal Activity** — We will share your PHI/SPI if we believe it helps solve a crime. We will share it to stop or reduce a serious threat. We can also share it to help law enforcement officers find or arrest a person.

**Coroners, Funeral Directors, and Organ Donations** — We share PHI/SPI with coroners, medical examiners, and funeral directors. We can also share it to help manage organ, eye or tissue donations.

**Research** — If Community agrees to be part of an approved research study, we will make sure that your PHI/SPI is kept private.

**Military Activity and National Security** — We can share PHI/SPI of Armed Forces personnel with the government.

**Workers’ Compensation** — We will share your PHI/SPI to follow workers’ compensation laws and similar programs.

**Inmates** — We can use or share your PHI/SPI if you are a correctional facility inmate and we created or received your PHI/SPI while providing your care.

**Disclosures by the Health Plan** — We will share your PHI/SPI to get proof that you are able to get health care. We will work with other health insurance plans and other government programs.

**Parental Access** — We follow Texas laws about treating minors. We follow the law about giving their PHI/SPI to parents, guardians or other person with legal responsibility for them.

**For People Involved in Your Care or Payment for Your Care** — We will share your PHI/SPI with your family or other people you want to know about your care. You can tell us who is allowed or not allowed to know about your care. You must fill out a form that will be part of your medical record.

**Restrictions on Marketing** — The HITECH Act does not let Community receive any money for marketing communications.

**Other Laws that Protect Health Information** — Other laws protect PHI/SPI about mental health, alcohol and drug abuse treatment, genetic testing and HIV/AIDS testing or treatment. You must agree in writing to share this kind of PHI/SPI.

**Your Privacy Rights with Respect to your Health Information**

**Right to Inspect and Copy Your Health Information** — In most cases, you have the right to look at your PHI/SPI. You can get a printed copy of the record we have about you. It can also be given to you in electronic form. There might be a charge for copying and mailing.
Right to Amend Your Health Information — You can ask Community to change facts if you think they are wrong or not complete. You must do this in writing. We do not have to make the changes. If we deny your request, we will do so within 60 days.

Right to an Accounting of Disclosures — You can ask for a list of certain disclosures of your PHI/SPI. The list will not include PHI/SPI shared before April 14, 2003. You cannot ask for more than six years. The list can only go back three years for electronic PHI/SPI. There are other limits that apply to this list. You might have to pay for more than one list a year.

Right to Ask For Restrictions — You can ask us to not use or share part of your PHI/SPI for treatment, payment or health care operations. You must ask in writing. You must tell us (1) PHI/SPI you want restricted; (2) if you want to change our use and/or disclosure; (3) who it applies to (e.g., to your spouse); and (4) expiration date.

If we think it is not best for those involved, or cannot limit the records, we do not have to agree. If we agree, we will only share that PHI/SPI in an emergency. You can take this back in writing at any time.

If you pay in full for an item or service you can ask a Provider to not share PHI/SPI with Community for payment or operations purposes. These are the main reasons we would need it. This does not apply if we need the PHI/SPI for treatment purposes.

Right to Receive Confidential Communications — You can tell us where and how to give you your PHI/SPI. You can ask us to only call at a certain number. You can also give us another address if you think sending mail to your usual address will put you in danger. You must be specific and put this in writing.

Right to Choose Someone to Act for You — If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure this person has this authority and can act for you before we take any action.

Right to a Copy of this Notice — You can ask for and get a copy of this Notice from at any time, even if you have received this Notice previously or agreed to receive this Notice electronically.

Right to Withdraw an Authorization for Disclosure — If you have let us use or share your PHI/SPI, you can change your mind at any time. You must tell us in writing. In some cases, we might have already used or shared it.

Right to be Notified of Breach — You will be told if we find a breach of unsecured PHI/SPI. The breach could be from either Community or a Business Associate of Community.

Federal Privacy Laws
This Notice of Privacy Practices is given to you as part of HIPAA. There are other privacy laws that also apply. Those include the Freedom of Information Act; Alcohol, Drug Abuse, and Mental Health Administration Reorganization Act; the Health Information Technology for Economic and Clinical Health Act (HITECH) and the Texas Privacy Law, Health and Safety Code, Section 181 et al.

Complaints
You can file a complaint if you believe your privacy rights have been violated. You can call Community’s Privacy Officer at 713.295.2268 or 1.888.760.2600. You can also file a complaint with the Department of Health and Human Services, Office of Civil Rights. Please refer to the Office of Civil Rights contact information at the end of this Notice. We urge you to tell us about any privacy concerns. You will not be retaliated against in any way for filing a complaint.

Authorization to Use or Disclose Health Information
Other than as stated above, we will not use or share your PHI/SPI without your written agreement. You can change your mind about letting us use or share your PHI/SPI at any time. You must tell us in writing.

The HITECH Act makes Community limit uses, disclosures, and requests of your PHI/SPI. We cannot ask for or share more than is needed.

Effective Date — This Notice originally took effect on April 14, 2003, and was updated September 23, 2013. This Notice stays in effect until it is replaced by another Notice.
Contact Information
If you have any questions or complaints:

Community Health Choice, Inc.
Vice President/Compliance
2636 South Loop West, Suite 125
Houston, TX 77054
Toll-free at 1.877.888.0002

U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
Phone: 1.877.696.6775
www.hhs.gov/ocr/privacy/hipaa/complaints

For more information, please see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Texas Law on Medical Treatment of Minors and Related Consent Issues

Community follows federal and state law and guidelines on issues of consent to medical treatment. Generally, minors cannot consent to medical treatment. As a general rule, Community must obtain consent from a minor child’s parent prior to authorizing medical treatment.

There are certain exceptions to the general rule. For example, a minor child who has been “emancipated” or legally declared an “adult” by the courts can make their own medical decisions. Other exceptions include but are not limited to: (1) emergency situations; (2) active duty with the armed forces; (3) consent for treatment of infectious diseases reportable to the Texas Department of State Health Services; (4) unmarried pregnant minors consenting to treatment for pregnancy; (5) treatment for drug and alcohol abuse; (6) counseling for abuse, suicide prevention, or drug addiction; and (7) other exceptions as permitted by law.

If you have any questions about these exceptions, please contact Community at 1.888.760.2600.